

Water and Sewer Related Emergencies



If you have broken water pipes that cannot be shut off at the entrance valve in the building, sewer backing up in the floor drains or toilets, call 406-863-2456 during working hours (8 a.m. to 5 p.m.) Monday—Friday, and 406-863-2420 after hours, weekends or holidays.



To find out if you have a leak, you may want to check

- **Your toilet** - It is not uncommon to lose thousands of gallons a day to a toilet leak. These are not always easily detectable. You can check for leaks by putting 10+ drops of food coloring in the tank (*red or green are best*) and let it sit overnight without flushing. If the color shows up in the bowl, you have a leak that needs to be repaired. Check the flapper in the tank every year.
- **Dishwasher and clothes washer** - Look for drips or stains underneath or behind these appliances.
- **Indoor and outdoor faucets** - Replace worn gaskets and washers.
- **Sprinkler systems** - Check for damaged sprinkler system heads and system leaks.

Tips on saving water at home

- Turn off the tap when not in use.
- Install water-efficient taps and showerheads to cut water usage.
- Take shorter showers and turn off the shower while lathering and washing your hair.
- Turn water off when you brush your teeth.
- Rinse dishes in a plugged sink rather than under running water.
- Use a pail of water to wash your car rather than a hose.
- Collect water from your roof to water your garden.
- Use your dishwasher and clothes washer for only full loads.

Utility Billing Office Hours

Monday-Friday 8:00 to 5:00 (Except for Holidays)
Phone (406) 863-2456
Email utilities@cityofwhitefish.gov
To pay your bill by phone call (406) 863-2400 To pay online go to www.cityofwhitefish.gov

City Non-Emergency Numbers

City Hall	(406) 863-2400
Building/Planning	(406) 863-2414
Court Department	(406) 863-2440
Fire Department	(406) 863-2483
Parks & Recreation	(406) 863-2470
Police Department	(406) 863-2420
Attorneys Office	(406) 863-2445
City Library	(406) 862-9914

Community Information

Chamber of Commerce	(406) 862-3501
CenturyLink (phone)	(406) 758-1000
Flathead County Landfill	(406) 758-5910
Flathead Electric Co-op	(406) 751-4483
(after Hours-Emergency)	751-4449

Republic Service (406) 862-4381

Northwestern Energy (Gas)	(406)751-2210
Charter (Cable)	(877)273-7626
U-Dig Call Center (Call before you dig)	(406) 755-8344
USPS (post office)	(406) 862-2151
Whitefish Mountain Sewer Dist.	(406) 862-1900

Whitefish Schools

Elementary School (K-4th)	(406) 862-8643
Middle School (5th-8th)	(406) 862-8650
High School (9th-12th)	(406) 862-8600

Remember Dial **911**
For Emergencies!



CITY OF WHITEFISH UTILITY DEPARTMENT

418 E. 2nd Street • P.O. Box 158
Whitefish, MT 59937

New Customer Utility Brochure

The following information is provided to help you understand the City's billing and payment procedures for water, sewer, and garbage, as well as tips and info regarding your utilities. Please read the information provided carefully and don't hesitate to ask our staff for assistance if you have any questions.



Customer Service Information

Starting Service

To set up a new utility account, an Owner Application must be completed. Application forms are available at the Utility Billing counter in City Hall, or can be completed and submitted through the City's website: www.cityofwhitefish.gov.

Automatic Payment Plans

The City of Whitefish offers automatic payment plans that will not only save you the cost of a stamp, but will give you the peace of mind that your monthly bill is paid on time.

ACH (automatic withdrawal): Authorization forms are available at the Utility Billing counter. Complete the form and submit it with a **voided** check to the Utility Clerk. Your account balance will be automatically debited from your checking account each month.

Auto-pay charged to a credit or debit card: create an account through the city's online bill-pay portal at <https://cityofwhitefish.payacp.com/home>. You will need your Web ID, which is located on each monthly statement. The Utility Billing Department can also provide the number for you if needed. Once your account has been created, save your payment method and then set up auto-pay for hands-off payments.

Payment Methods

Payments can be made in person at City Hall (418 E 2nd Street), by mail, by phone at 406-863-2400, or left in our 24/7 drop box available in the foyer next to the office. Customers can also make payments by credit/debit card online at <https://cityofwhitefish.payacp.com/home>.

Garbage Pickup

The city of Whitefish has contracted with Republic Service to provide garbage service. Garbage is a mandatory service that is billed by the City and Republic Service is the company that provides the physical removal. Refuse is collected weekly; items should be placed at the curb prior to 7:00am on the day of pick-up. If you have any questions regarding your bill, if you need to set up new service, or if you need to make changes to your current service, please contact the Utility Billing Department at 406-863-2456.

Utility Billing Schedule

- Utility bills are mailed or e-billed at the end of every month.
- Utility bills are due and payable upon receipt. Any bills not paid by the 20th of each month, will be considered delinquent
- Utility bills become delinquent on the 21st day following the original bill date. At that time a late notice will be sent by mail.
- Within the late notice you will be informed of the date that a door tag will be hung and a \$25.00 fee applied, as well as the date that water will be turned off if payment is not made.
- If the account continues to remain delinquent, on the turn off date, a \$50.00 fee will be added to the account, whether or not the water is physically turned off. Once an account lands on the turn-off list, the full balance must be paid before water will be turned back on, including all fees.

Non-Delivery of Bill

Late or non-delivery of utility bills by the post office does not void the utility billing and payment polices. If the post office has not delivered your bill by the 5th of the month, contact the Utility Billing office

E-bills

You can now have your utility bill sent directly to an email. It's FREE and if you don't like it you can change it back at anytime. For more information contact the Utility Billing Clerk.

Returned Payments

Any payments that are returned for Non-Sufficient Funds (NSF), or any other reason, are charged a \$25.00 fee.



SUMMER WATERING

Qualifying residential customers who do not have a separate irrigation meter are allowed a monthly summer watering maximum of 12,000 gallons per month for water at a reduced rate, based on the average used during the seven monthly billing periods from November through May. Residential customers with no consistent or consecutive usage during one of the seven monthly billing periods from November through May do not qualify for an average during the summer months. Sewer charges are based on the average used during the seven monthly billing periods from November through May. Customers must contact the Utility Billing Department to determine if they qualify for the summer watering average.

For those who use a lot of outside water, such as for lawn sprinkling, it is possible to purchase a separate meter for sprinkling. This meter is purchased through the Utility Billing office, and the cost of purchase and installation by a licensed plumber is the property owner's responsibility.

Some Facts About Summertime Sprinkling:

- Most lawns only need 1 inch of water each week, which can easily be achieved by sprinkling your lawn for about an hour once a week.
- Watering at night or early in the morning is best, as water evaporates quickly during the heat of the day.
- Less frequent watering actually encourages deeper, healthier lawn roots.
- Don't cut your grass too short. Grass retains more moisture if mowed to about 2.5 to 3 inches.
- Aerating your lawn by punching holes in it about 4 inches apart can allow for better water absorption and a healthier lawn.
- Raking compost over your lawn can also improve moisture retention and reduce the need for fertilizers.
- Mulching your garden with organic matter improves nutrient content, water retention, reduces erosion and discourages weeds while reducing water evaporation in your garden.
- More yard tips, visit www.msuextension.org -Yard & Garden.