

James A. Thompson  
Mayor

**CITY OF PRIMGHAR**  
*The Only Primghar in the World*

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# *Welcome to Primghar*

On behalf of the citizens of Primghar and the City Council, we would like to extend to you a personal welcome to the City of Primghar. We are happy that you have chosen Primghar as your new home. Our city has much to offer its citizens. We have a great school system, five churches, a city park, outdoor swimming pool, business district, local newspaper, medical clinic & hospital, dentist, chiropractors, several active service organizations, an outstanding fire and ambulance department. We also are very excited about the peaceful and relaxing environment that our city has to offer our residents. We hope that you will find Primghar to be progressive, yet small enough to get to know people as individuals. We encourage you to become involved in our city through volunteering of your time, talents and energy to make a good city even better. Please do not hesitate to stop by the city offices if you have any questions or concerns.

CITY HALL HOURS  
160 South Hayes Ave  
712-957-2435  
Monday-Friday, 8 a.m. 4:30 p.m.

POPULATION OF PRIMGHAR  
2000 Census 891  
Utility Emergencies after hours  
Call 712-957-2435 & an on call employee will help you.

EMERGENCY  
FIRE -RESCUE -AMBULANCE  
**CALL 911**  
Police Department Non Emergency 712-957-3415  
<http://www.primghar.org>



# Table of Contents

## Good to Know...

### **Welcome to town!**

The following is some basic information that you will need to know. Feel free to contact us if you have any questions on anything in this packet.

### **Utilities:**

The combined Utility Security Deposit for electricity, sewer, water, and garbage services is \$250.00. The deposit is due and payable before utilities can be established. Your deposit will be returned after 12 consecutive of on time payments with **NO** delinquencies on the customer's account.

#### Monthly Utility Rates:

##### Electric:

Facility Charge	\$12.00
Energy Charge per kWh	\$0.104 All June-September
0-1,000 kWh	\$0.098 October - May
Over 1,000 kWh	\$0.068 October - May

##### Water:

0 - 1,000 gallons (minimum service)	\$ 8.00
Next 2,500 gallons	\$ 4.00
All Over 3,500 gallons	\$ 3.00

##### Sewer:

All Residential Users	\$12.00
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To pay for infrastructure improvements to sewer mains and new lagoon cell.

##### Sewer Assessment:

\$3.65 per 1,000 gallons of metered water usage  
To pay for sewer department's operational & maintenance expenses.

##### Solid Waste:

All Residential Users	\$12.00
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For commercial fees, please contact the City Office.

For the gas services, please call Black Hills at 1-800-303-0752

Utility Bills are mailed around the 22<sup>nd</sup> of each month. Payments are due on or before the 10<sup>th</sup> of the following month. A 1 1/2% late fee penalty will be assessed for payments received after the 10<sup>th</sup>. Your utility bill will include electric, water, garbage, and sewer charges. Payments can be placed in the drop box at City Hall, mailed, Auto-pay from your account, or delivered during office hours, Monday thru Friday 8:00a.m. to 4:30p.m. Please include the top portion of your bill with your payment.

**LEVEL PAYMENT PLAN:** Also known as budget billing, this allows you to pay the same amount each month. Payment amounts are re-evaluated each year in January & again in July. The amount you pay is determined by the average amount from the previous 12 months; you must wait a year before signing up. Your budget balance will be listed on your bill each month so that you can keep track of it. You may go off of budget billing at any time, but you must then wait a year before signing back up. If you are interested, please complete the enclosed form and return it to City Hall.

**AUTO PAY:** You may have your utility payment deducted directly from your bank account on the 25<sup>th</sup>, 3<sup>rd</sup>, or the 10<sup>th</sup> of each month. Complete the enclosed form and return to City Hall with a voided check from the account with which you wish to pay your bill.

**Garbage Pickup** is every Friday for residential customers. There is a limit of **two** 32 gallon containers per household. Tags may be purchased from City Hall for each additional container at a cost of \$1.00 per tag.

**Recycling** is picked up on the 1<sup>st</sup> and 3<sup>rd</sup> Wednesdays of each month. The first yellow recycling container per household is free. There is no charge for recycling.

**Phone, Cable TV, and Internet** is available thru The Community Agency (TCA). Enclosed are the packages available, application for service, and features. Payments also can be made at City Hall.

**Paying Late Will Cost More:**

If you habitually wait until the very last minute to pay your City utility bill, you may want to reconsider that practice after you read this. By City Ordinance, a \$30.00 charge is assessed each time a City staff member posts a door tag notice to your door. It is not unusual for City staff to deliver 4 or 5 door tag notices each month. This fee, which must be paid along with the past due amount to avoid disconnection of services, is meant to help cover the costs associated with delivering the notices to the door. This fee also applies to door tags delivered because of a returned check or a broken payment agreement. City bills are issued around the 22<sup>nd</sup> of the month. They are due on the 10<sup>th</sup> of the month unless the 10<sup>th</sup> falls on the weekend or a holiday, in which you have until the 8:00am of the next regular business day to make an on time payment. The day after the due date, pink delinquent notices are issued. These notices inform you that you have 12 days to pay. Once 10 days are up, you will receive a door tag notice on your door, notifying you that your service may be disconnected after 24/48-hours. These door tag notices cost you an additional \$30.00.

There are ways to avoid having this charge added to your account:

1. The first is obvious pay your bill on or before the 10<sup>th</sup>.
2. If you are unable to pay your bill by the 10<sup>th</sup>, you may be eligible for a payment agreement. You must stop in City Hall *in person* to make those arrangements each time that you find it necessary. You must KEEP the agreement in order to avoid a door tag notice.
3. Do not write checks that will not be honored by your bank. If you need more time to pay, the best way to handle it is to make and keep a payment agreement with us. Return check fee is \$30.00. This means that if you write a check that is not honored by your bank, it will cost you \$30.00 returned check fee IN ADDITION to \$30.00 for us to post the door tag notice on your door! Writing one bad check can cost you \$60.00!

If you have any questions regarding this fee, please call City Hall.

**CUSTOMER RIGHTS AND REMEDIES TO AVOID DISCONNECTION**

Should you receive a Pink Disconnect Notice your rights and remedies are listed on the back for your convenience. Please call or stop by City Hall if you have any questions or concerns.

**Load Management**

To help reduce wholesale power costs, the City of Primghar has an electric load management program. The program uses control devices on electric water heaters and central air conditioners. The control device turns the water heater and/or air conditioner off for short periods of time during the peak demand usage hours. As soon as the peak demand for electricity has passed, the air conditioner will automatically turn on. As far as central air conditioners are concerned, only the compressor will be turned off. The circulating fan will continue to run.

There are no installation costs to the residents of the City of Primghar. Those who choose to go with the load management system will have a decreased rate.

Please use the form in this packet to join our SWITCH/SAVE LOAD MANAGEMENT PROGRAM today.

# Ordinances:

There is a Code of Ordinances for the City of Primghar. It is available for viewing at City Hall. Following are a few of the more common ordinances that you may wish to become familiar with. As a reminder these are ONLY portions of the ordinance.

- 9.07 MAINTENANCE OF PREMISES. Each and every premises shall be kept free of all nuisances, health, safety, and fire hazards, unsanitary conditions, and infestation. It shall be the duty of the owner or responsible party to keep the premises free of all said conditions and to promptly remove and abate the same which include but are not limited to the following declared nuisances:
1. Weeds or grasses allowed to grow to a height greater than twelve (12) inches on the average, or any accumulation of dead weeds or grass that are exposed to public view, on any non-farm property which is not within the jurisdiction of the County Weed Commissioner. This provision shall not apply to prairies, wetlands, or similar areas of naturalized perennial vegetation which are certified by an Enforcement Officer to not constitute a nuisance.
- 11.01 WINTER PARKING. No person shall park, abandon or leave unattended any vehicle on any public street, alley, or city-owned off parking area during from 2:00 a.m. to 6:00 a.m. from November 1<sup>st</sup> to April 1<sup>st</sup>
- 19.09 REMOVAL OF SNOW, ICE AND ACCUMULATIONS. Whenever snow or ice shall be allowed to remain upon any sidewalk of the city for a period of twenty-four hours, the mayor, or whomever he/she may designate, shall have the right to remove the same, and the cost thereof shall be assessed, as provided by law, against the property abutting the sidewalk. The costs to be assessed shall be the actual cost of labor, material and serving of notices, plus twenty-five percent to compensate for the cost of supervision and administration.  
(Code of Iowa, Sec. 364.12(2b,e))

If you have any questions, please don't hesitate to call City Hall at 712-957-2435.

Another great feature is our website at [www.primghar.org](http://www.primghar.org)  
Check us out!!