

Show Low News



Monthly

December 2002

www.ci.show-low.az.us

Learn more about our utility services

Every business day, our City Hall customer service representatives field numerous questions from the public. For your information, we've compiled some of the most frequently asked questions and their answers. It may be relevant to you, especially if you're new to the area or moving into a new home.

What utility services does the City of Show Low provide?

The city provides water, sewer and garbage collection services to most residence locations. Some areas are served by a private water company but residents still hook up to the city's sewer lines. Garbage collection services are contracted by the city with Waste Management. Your pickup day is determined by where you live.

How do I request utility service hookup?

You must appear in person at City Hall, 200 West Cooley, to sign up for services during business hours (Monday through Friday, 8 a.m. to 5 p.m.). Before service can be activated, the requestor must complete the following transactions:

- 1) Complete the necessary forms.
- 2) Provide either a \$100 security deposit or a letter of credit. The letter of credit must be from another utility company confirming a timely payment history for a year. The security deposit is refunded to the resident after 12 consecutive months of good payment history to the city.
- 3) For water service, pay a \$25 service charge. The resident must ensure that a responsible person is present when water service is activated. If no responsible party is available, the city's water crews will not activate service. Water connections and disconnections are done Monday through Friday between 1 and 3 p.m.

What happens to my utility services if I leave for the winter?

You have two options available. First, you may choose to keep water service connected, whether served by the city or a private water company. The resident is billed every month for basic charges, even if there is no water usage. Or, second, you may choose to disconnect water service, whether served by the city or a private water company. Consequently, you won't incur monthly usage fees. The city charges \$25 each time the water is disconnected and \$25 each time the water is reconnected. These fees appear on the next billing cycle invoice. (Note: A customer served by a private water company must contact the water provider directly to ask about disconnection and reconnection fees.)

How does garbage service work?

Garbage collection service is required for all residential homes within the city limits. Each residence is allowed up to 90 gallons

of garbage per week. Garbage pickup is weekly and the day of pickup is determined by the residence location.

Each household is allowed one 90-gallon polycart from Waste Management. The polycart must be put out at curbside by 7 a.m. on your scheduled pickup day. For any additional garbage left out for pickup, the resident will be charged \$1 per box or bag.

As an additional benefit, the City of Show Low has contracted with Waste Management to provide four free excess garbage pickup days a year. Each household is allowed to put out garbage in excess of the allocated 90 gallons for disposal on the regularly scheduled pickup day. There is no maximum and no additional charge for the excess. However, bulky items such as appliances, bed frames, mattresses, furniture, etc. are not acceptable. Cardboard boxes must be flattened and tied into bundles of no more than 40 pounds. Tree limbs and Christmas trees must be cut into lengths no longer than four feet and tied into bundles of no more than 40 pounds.

Free excess garbage collection will be available from:

- December 30, 2002 through January 4, 2003, excluding New Year's Day
- March 24 through 28, 2003
- June 2 through 6, 2003
- September 8 through 12, 2003

Bulky items will be picked up by Waste Management for \$20 per item. Contact Waste Management directly at 368-5472 to schedule an appointment.

What if I have a problem with my garbage service?

Contact City Hall at 532-4000 immediately and city staff will make sure that the problem is resolved as soon as possible.

Can I pay my bill every month automatically?

Yes, direct payment is available. On the back of each month's utility billing statement is a Direct Pay Authorization form with payment terms and conditions. Fill out the form, attach a voided check from the account you want funds drawn on and return both to City Hall. You may also visit City Hall during business hours to complete the form and submit a voided check.

Whom do I call if I have a question about my bill? Will I be called back if a long-distance toll charge is incurred?

Contact the city's utility billing department at 532-4000 for billing questions. Our employees will be happy to call a customer in any location (local or long-distance) to resolve billing problems or questions.

For information about any of the city's utility services, stop by City Hall and speak to one of our customer service representatives during business hours or call 532-4000.



Calendar of Events

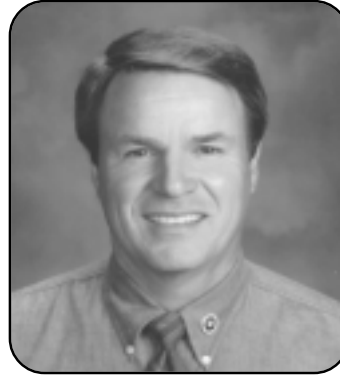
Recreation: 532-4140
Public Library: 532-4070
Family Aquatic Center: 532-4130

- 12/02 7 a.m., City Hall Conference Room
City Council Study Session
- 12/02 6–7 p.m., National Guard Armory
Dog Obedience Training begins
(for dogs 4 months+)
- 12/03 Council Chambers
6 p.m., **Board of Adjustment Meeting**
7 p.m., **City Council Meeting**
- 12/07 10 a.m., Public Library
Storytelling Group Meeting
- 12/07 5:30 p.m., Festival Marketplace
Christmas Tree Lighting ceremony
- 12/07 1:30–2:45 p.m., Aquatic Center
Ice Cube Game (all ages)
- 12/07 6:30 p.m. down the Deuce of Clubs
Electric Light Parade (“Holiday City of Lights”)
- 12/09 Registration begins for **Youth Basketball League**
(grades 1-6), Family Aquatic Center
Season runs 01/18 - 03/08/2003
- 12/10 7 p.m., Council Chambers
Planning & Zoning Commission Meeting
- 12/12 Noon, Asia Garden Restaurant (public welcome)
Show Low Library Friends Monthly Meeting
- 12/14 10 a.m.– 4 p.m., **Cup o’ Cheer** home tours
(call 369-0722 for information)
- 12/16 7 a.m., City Hall Conference Room
City Council Study Session
- 12/17 Council Chambers
5:30 p.m., **City Council Special Policy Meeting**
7 p.m., **City Council Meeting**
- 12/18 2:45–5 p.m., Aquatic Center
Christmas ornament craft class (grades 3-6)
- 12/18 3:30–4 p.m., Public Library (all ages)
Holiday Plaster craft class; registration required
- 12/20 5:30–9 p.m., Old Pavilion & Aquatic Center
Santa’s Polar Party (talk to Santa and enjoy cookies, hot cocoa, prizes and polar games in the pool)
- 12/24 7 p.m., Council Chambers
Planning & Zoning Commission Meeting
- 12/25 **Merry Christmas!** (City offices closed)

Check out City 4 Television and the City’s Web site at
www.ci.show-low.az.us for more information

City Council Profile: Rick Fernau

Rick Fernau joined the Show Low City Council in May 2002 in a recall election. He was born in Wyoming in 1951, and he and his family later moved to Phoenix, where he was raised and educated. After graduating from high school, Rick joined the Air National Guard and worked full-time as a communications technician.



In 1978, he, his wife (Kim) and two young children went camping in Whiteriver. On his way to Show Low, he saw the red Pizza Hut roof (his favorite color). He then saw the meadow and immediately fell in love with the area. He and Kim sold their house in Phoenix and started an

appliance store (Rick’s TV and Appliance) on the Deuce of Clubs, living in the back. Business was good, made even better when the Sears store flooded, sending customers in droves to their store. They later moved the store to White Mountain Road. He started developing Meadowview Plaza in 1996, then sold his car audio business to his son in 1999 and sold the appliance store in 2000. Having retired, Rick felt he had the time and energy to give back to the community and decided to run for the City Council.

As a Councilman, he has committed himself to several goals. One is to clean up the Deuce of Clubs, creating a scenic corridor for a visitor’s positive first impression. He wants to make Show Low a destination, not just a city to pass through on the way to somewhere else. He feels it’s important to develop a consistent theme for the downtown area, meaning uniform streetlights, clean streets and pleasing signage. If there’s an alternate route that bypasses Show Low in the future, a theme would attract visitors to detour and visit the city. He also wants to see more youth-oriented facilities and events. The Nikolaus Homestead Skate Park is a good start. The gymnasium, purchased with the Junior High North Campus, could serve as a multipurpose room. He hopes it also could be developed as a conference center, with Show Low hosting events normally held in other cities.

In addition to his work on the Council, Rick plans to become a part-time flight instructor. An avid pilot, he earned his license in 1982. He also wants to travel more with Kim, his wife of 35 years. He says it’s the one hobby the two have not had enough time to do. As the owner of two airplanes, Rick won’t have much trouble finding a way to get there.

Show Low Monthly News is produced by the City of Show Low, 200 West Cooley, Show Low, AZ 85901. Direct comments or questions to the City Clerk’s office at 532-4060. For general information, call 532-4000. Office hours are 8 a.m. to 5 p.m., Monday through Friday.