



# WELCOME TO **SHIOUX CENTER!**

With Sioux Center Municipal Utilities, your utilities are community-owned and locally-run, with a history of reliability and sustainability and a consistent focus on preparing for a strong future.



## *Welcome to Sioux Center!*

We hope as you settle in, you explore all that our community offers. Visit Siouxnami Waterpark and the indoor pools and ice arena at the All Seasons Center and try the 7-mile recreation trail system. Enjoy our fantastic recreation and arts offerings, top-notch public library, and many great parks. You'll find thriving local businesses, good food, and great schools.

Sioux Center offers municipally-owned utilities, including electric, natural gas, water and sewer plus garbage and recycling collection. We offer local service and competitive rates, and all charges are included in one monthly bill. We also offer the free automatic withdrawal from your bank account for your convenience.

If you have questions or would like to learn more about Sioux Center, stop in at our City Office or the Chamber or visit us online at [www.siouxcenter.org](http://www.siouxcenter.org) and [www.siouxcenterchamber.com](http://www.siouxcenterchamber.com). Our Sioux Center Chamber of Commerce has a welcome packet for you representing many of our local businesses. You can pick it up at the City Office. You can also visit the Chamber office at 14 3rd St. NW and learn about local activities and opportunities from the Chamber staff.

For great up-to-date information, follow the City of Sioux Center on Facebook, Twitter, and Instagram.

We think Sioux Center is a wonderful city with lots to offer. A community's greatest strength is its citizens, so we are happy you have chosen to make Sioux Center your home.

With a warm welcome,

**The City of Sioux Center**

# WHAT'S INSIDE

This quick reference is designed to help you get settled in Sioux Center. You can learn more at [www.siuoxcenter.org](http://www.siuoxcenter.org) or by downloading the Sioux Center App.

We welcome calls and visits at the City Office too!  
Please let us know how we can help.

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## Quick Contact:

City Office (712) 722-0761

After-hours utilities emergencies:

- o Natural Gas or Water (712) 441-1106
- o Electric (712) 722-0921
- o Wastewater (712) 441-2472

Emergency 911



*The City of Sioux Center’s mission is to provide excellent quality of life and municipal services through a spirit of progressive cooperation.*

# Sioux Center Municipal Utilities

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Our utilities are community-owned and locally-led, and we're proud of the reliable service we provide across the community, from your home to major industries.

We connect people with what they need to do life, providing water, electric, wastewater, and natural gas services. We also oversee the streets and stormwater system and coordinate Sioux Center's garbage and recycling collection.

Our water is drawn from two local aquifers, and we have a diverse mix of power supplies allowing us to provide reliable, affordable, and environmentally-friendly electric service for Sioux Center's citizens and businesses. More than 30 percent of our power comes from renewable resources. We safely deliver natural gas along more than 85 miles of mains, and our new wastewater treatment facility uses state-of-the-art processes in an environmentally-friendly manner.



**Beyond serving individual homes and businesses, our community-owned utilities have helped shape Sioux Center's strong history and are a key part of its continued healthy growth, sharing a community-wide focus on "Progress Through Cooperation."**





# ABOUT YOUR UTILITIES BILL

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## What's Included?

Electric      Sewer  
Gas          Garbage  
Water        Storm Water



## When It's Due:

SCMU mails bills on the last working day of the month. All bills are due in full on/or before the 20th of the month.



## Your Deposit:

SCMU collects deposits based on a customer's credit history with us. SCMU reserves the right to charge a deposit if:

- Past utility payment history is unsatisfactory.
- Customer has insufficient credit history with utility
- Customer has unsatisfactory credit with other utility.

The initial service deposit will be no more than the highest month's bill in the last 12 months at the address you are applying for.



## How to Pay:

We accept cash, checks (no two-party checks), credit cards, or automatic withdrawal from checking or saving account. You can pay through the free Sioux Center app, too!



## Auto Withdrawal:

Utility payments can be automatically deducted from your checking or savings account. Return a completed Automatic Withdrawal form to the City Office with a voided check. You will still receive a monthly statement so you know the amount deducted. Your statement will remind you: "AUTOMATIC PAYMENT-DO NOT PAY."



## Go Green:

If you would like to have your utility bill e-mailed, rather than receive a paper copy, email [beckyg@siouxcenter.org](mailto:beckyg@siouxcenter.org) with your name, address and account number if available.



## Before You Move:

Please inform us of your moving date and new address by calling or visiting the City Office. This ensures meters will be read the day of the transfer and the bill will reflect the change.

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## QUESTIONS?

**CALL THE CITY OFFICE AT (712) 722 0761  
OR VISIT OUR WEBSITE/OFFICE**

[www.siouxcenter.org/billing](http://www.siouxcenter.org/billing)

Monday-Friday, 7:30 AM-4:30 PM at 335 1st Ave NW

# Save Energy, Receive Rebates

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Sioux Center Municipal Utilities, along with our energy partner Missouri River Energy Services, offers rebate incentives for customers to save money and reduce electric costs by becoming more energy-efficient.

Cash rebates Sioux Center Municipal Utilities offers when you purchase ENERGY STAR® products:

- o Clothes Washer \$25
- o Lighting Varies
- o Dehumidifier \$25
- o Air Purifier \$25
- o Smart Thermostat \$25-\$75
- o Room Air Conditioner \$25
- o Qualifying Heating/Cooling Equipment Varies
- o A/C or Heat Pump Tune-Up \$30
- o Electric Vehicle (EV) Survey \$50
- o ChargePoint Residential EV Charger \$500
- o and more!

*Rebates subject to change each year. Call us at (712) 722-0761, stop in, or visit the website below:*

**VISIT [WWW.SIOUXCENTER.ORG/REBATES](http://WWW.SIOUXCENTER.ORG/REBATES)**  
**FOR DETAILS AND APPLICATIONS.**



# GIVING YOU THE CHOICE TO GO **100%** RENEWABLE.

About 30% of your energy through us comes from renewable resources: wind, solar, and hydroelectric power.

Our Bright Energy Choices program allows you to effectively set that percentage at 100 percent.

## HOW DOES IT WORK?

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When you sign up for Bright Energy Choices, our wholesale power supplier Missouri River Energy Services will purchase Renewable Energy Certificates on your behalf. RECs are proof that electricity was generated by qualifying renewable facilities - like wind and solar farms - and fed into the grid.

These REC purchases will offset the non-renewable portion of your energy consumption, making your usage, in effect, 100 percent renewable. Currently the premium per kilowatt-hour is less than a penny per kWh.

For the average homeowner, this adds up to less than \$2 a month. With your simple choice, you power your life with renewable resources and invest in a brighter future.

**SIGN UP FOR  
BRIGHT ENERGY CHOICES  
CALL BECKY AT (712) 722-0761  
OR SIGN UP ONLINE:  
[WWW.SIOUXCENTER.ORG/CHOICES](http://WWW.SIOUXCENTER.ORG/CHOICES)**



# RECREATION

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With Sioux Center's recreation options and great indoor and outdoor amenities, you can plan to have fun year round! Swim, ice skate, play pickleball, try archery, act in a play, join a soccer team, swing dance, shoot hoops, and more!

- o All Seasons Center – Siouxnami Waterpark in summer, Vernon Ice Arena in winter, year-round indoor pools and event space
- o American State Bank Sports Complex – year-round indoor turf facility with open turf time, tournaments, and rentals
- o Sioux Center Recreation Youth & Adult Programs
- o 10 local parks
- o 7+ miles of recreation trails
- o Athletic fields and tennis courts
- o Dordt University's rec center and indoor track
- o Sandy Hollow county recreation area

*visit [siouxcenter.org/rec](http://siouxcenter.org/rec) to learn more.*

## ALL SEASONS CENTER FINANCIAL ASSISTANCE PROGRAM

The City of Sioux Center recognizes that some people may require financial assistance to become members and to attend programs or activities at the All Seasons Center. A financial assistance program has been established for those who qualify based on income and family size. Household income limits start at \$ 69,999.

### Interested?

- o Stop by the Mid Sioux Opportunity offices in Sioux Center located at 618 14th St NE Suite 10. Phone number 712-722-3611.
- o You must bring your taxes or 3 months of check stubs along with you.
- o Mid Sioux will work with you to determine what amount, if any, you will be responsible for to have an All Seasons Center membership.



# ADDITIONAL CITY SERVICES

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## RESIDENTIAL GARBAGE COLLECTION

Container Size	Amount of Containers	Rate
65-gallon	1	\$ 17.55
65-gallon	2	\$ 30.18
95-gallon	1	\$ 20.75
95-gallon	2	\$ 37.08

For an additional/larger garbage container, ask at the City Office (722-0761).

For items too large for your garbage container, bring to:

*Brommer Sanitation*

*360 4th Street NW, Sioux Center*

*M-Th, 8 a.m. to 12 p.m. and 1-4 p.m. and Fri. 8 a.m. to 12 p.m. and 1-3:30 p.m.*

*Disposal fee will be based on the item's weight/size.*

You can call and order a special pickup at 722-0631. Fee will be based on item.



## RECYCLING COLLECTION

If you don't have a blue recycling container, ask for one at the city office (712) 722-0761. Collection is every other Wednesday (no additional charge).

**Zone One** - On the first and third Wednesday of the month

**Zone Two** - On the second and fourth Wednesday of the month

If there are five Wednesdays in a month, no recycling pick-up on the fifth Wednesday.

You can find the recycling zone map and an electronic recycling calendar and info at

[www.sioxcenter.org/recycle](http://www.sioxcenter.org/recycle)



## PARKING INFORMATION

No overnight parking is allowed on the streets (from 2 a.m. to 6 a.m.) throughout the year. No parking is allowed on grass on residential-zoned properties. Vehicles must be parked on pavement, rock, or asphalt.



## SNOW REMOVAL

Property owners must remove snow, ice, and accumulations promptly from sidewalks. If a property owner does not remove the snow or ice within 10 hours, the City may do so at the property owner's expense.

# QUESTIONS?

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Call the City Office at (712) 722-0761 or visit our office Monday - Friday,  
7:30 AM - 4:30 PM at 335 1st Ave NW

# GARBAGE ROUTE & MAP

The City contracts with Brommer Sanitation for garbage and recycling pickup.

## Large Items?

For disposal of large items, please contact Brommer Sanitation at (712) 722-0631 or visit them during business hours at:

360 4th Street, Sioux Center, IA  
51250

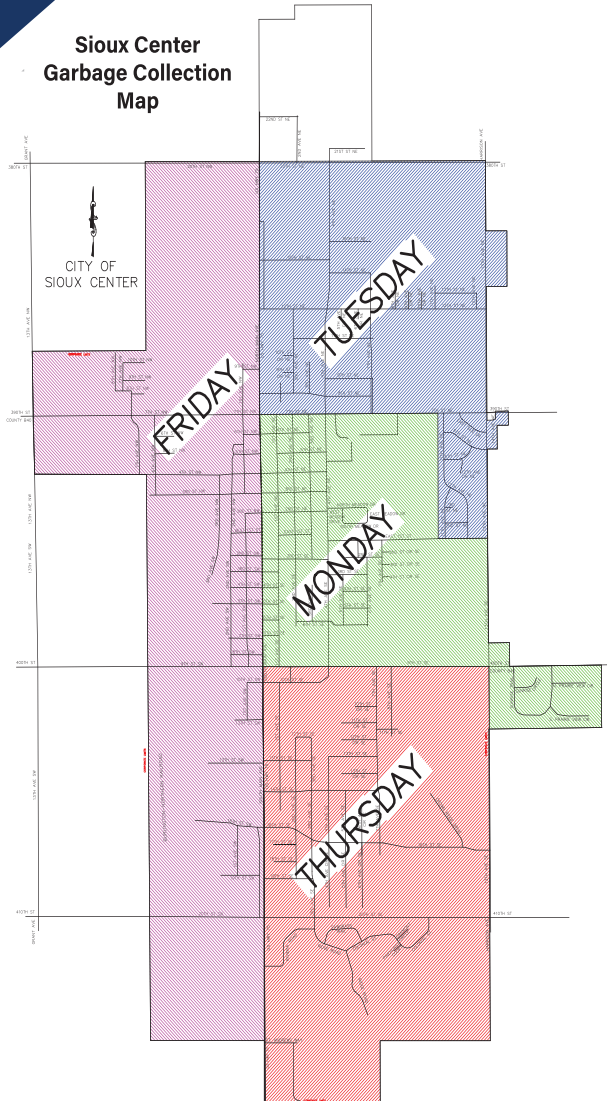
## Yard Waste

No yard waste is allowed in garbage or recycling containers. Dispose of yard waste at the tree/leaf site behind B & B Salvage at:

298 7th Street NW, Sioux Center, IA  
51250

## Hazardous Household Materials

There is an annual collection in Sioux Center, free for residents. Contact the City Office for more information (712) 722-0761



# WHAT TO RECYCLE

## ● RECYCLABLE:



## ● NOT RECYCLABLE:



## When is your recycling day?

Visit [www.siouxcenter.org/recycle](http://www.siouxcenter.org/recycle) for a recycling map and calendar, an e-calendar you can add to your phone, and more info.



## Glass

Collection spot for glass recycling is a large orange container at Brommer Sanitation, 360 4th Street, Sioux Center, IA 51250.

## Cardboard boxes

Cardboard boxes can be flattened in your recycling bin or delivered inside Brommer Sanitation during business hours (Free).



# Service Line Responsibility

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We would like to remind you that Sioux Center utility customers are responsible for the water and sewer service lines on their property. These lines link you to the city water and sewer mains.

**If service lines to a home or business break or need repair, the property owner is responsible for the fix.**

We have had several incidents in the past few years in which service lines needed to be repaired. The repairs can be expensive, running into thousands of dollars. Our desire is that property owners would not be surprised by their responsibility for service lines, especially in case of a break or other needed repair.

Property owners may purchase plans to cover service line repairs. **If interested, you should visit with your homeowner's insurance agent to ask them about coverage.** National companies specializing in emergency home repair coverage, such as HomeServe USA, offer plans as well. *Note: Property owners are not responsible for natural gas and electric service lines to their house.*

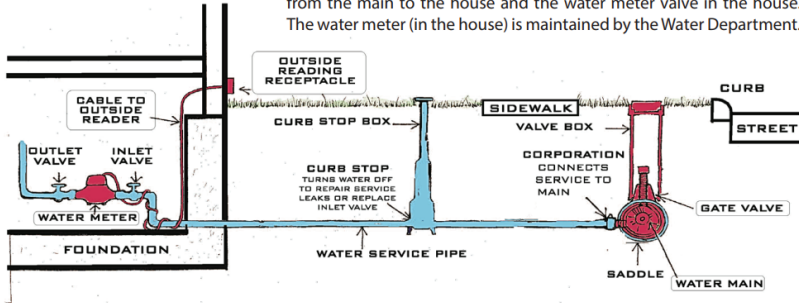
*If you would like to visit about this more, please contact Murray or Adam at Sioux Center Municipal Utilities at (712) 722-0761.*



# YOUR WATER SERVICE

SERVICIO DE AGUA POTABLE

The Water Department maintains and repairs all water mains. Property owners are responsible for the individual service that connects to the main. This includes the curb stop (water shutoff) on the property, the materials that connect the service line to the main, the service pipe from the main to the house and the water meter valve in the house. The water meter (in the house) is maintained by the Water Department.



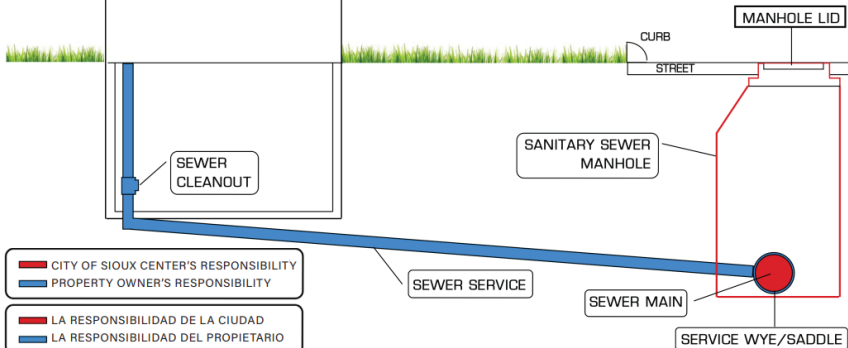
— CITY OF SIOUX CENTER'S RESPONSIBILITY  
— PROPERTY OWNER'S RESPONSIBILITY

— LA RESPONSABILIDAD DE LA CIUDAD  
— LA RESPONSABILIDAD DEL PROPIETARIO

# YOUR SEWER SERVICE

SERVICIO DE DESAGÜE

The Wastewater Department maintains and repairs all sewer mains and manholes located in the street rights of way and easements. Property owners are responsible for the property's service line that connects to the sewer main and the materials that connect the line to the main.



— CITY OF SIOUX CENTER'S RESPONSIBILITY  
— PROPERTY OWNER'S RESPONSIBILITY

— LA RESPONSABILIDAD DE LA CIUDAD  
— LA RESPONSABILIDAD DEL PROPIETARIO

# BUILDING DEPARTMENT

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The City of Sioux Center has adopted ordinances that regulate planning and construction of structures in Sioux Center and a policy that requires rental property to be registered with the City. Forms and guidance can be found on the City website at [www.siuoxcenter.org](http://www.siuoxcenter.org), by stopping in at the City Office, or calling (712) 722-0761.

## 01 BUILDING CODES, WHY?

Effective building codes and the construction of more resilient buildings have proven to provide better outcomes when rigorously enforced by communities. Communities with building codes have shown to fare better during a natural disaster or catastrophe, cutting down on insured losses while providing better protection to properties, residents, and businesses. Building codes create a lower level of risk and that creates safer communities for us all.





## 02 WHEN ARE PERMITS NEEDED?

The City of Sioux Center requires a building permit for most construction or renovation projects. Some examples of when a permit is required are:

- Structural modifications are being made to the building
- Electrical and plumbing modifications are being made to the building
- Use of the building is being modified
- Decks, detached garages, lawn sheds, fences, interior remodels all require permits

Please call the City Office (712) 722-0761 or visit [www.siouxcenter.org/permit](http://www.siouxcenter.org/permit) to learn more.

## 03 RENTAL HOUSING PROGRAM

Created to help ensure decent, safe, sanitary housing for the rental residents of Sioux Center, this program sets minimum standards and ongoing inspections for rental housing units in Sioux Center. Rental properties are:

- Any space which is allowed to be occupied by one or more persons. As a condition of occupying the space, the renter or renters exchange cash or other valuable considerations for the right to occupy the space
- Registered once every year
- Inspected once every three year

To register your rental property or learn more, visit [www.siouxcenter.org/rentalprogram](http://www.siouxcenter.org/rentalprogram) or call (712) 722-0761.



### Our Mission:

*Providing excellent quality of life and municipal services through a spirit of progressive cooperation.*

## For More Info



712-722-0761



Sioux Center City Offices  
335 1st Avenue NW  
Sioux Center, IA 51250



info@siouxcenter.org



www.siuoxcenter.org

or

## DOWNLOAD THE APP!

**FOR ALL YOU NEED:**  
LEARN ABOUT LOCAL EVENTS,  
SHARE IDEAS, REPORT A PROBLEM,  
PAY UTILITY BILLS,  
AND MORE!

