



2135 South Ammon Road, Ammon, Idaho 83406

Friday, September 19, 2008

## Residential Frequently Asked Questions

**Office Hours:** 8:00 a.m. – 5:00 p.m.

**Utility Payments:** Visa and Master Card are accepted for utility and business license payments only. Credit Card payments can be made over the phone. There is also a convenient drop box for payments located on the west side of the drive entrance in front of the City Building. Payments are collected from the box at the beginning of each working day and post the same day.

**Ammon Centennial Coins:** Coins are still available for \$3.00 each or 10 coins for \$20.00.

**Street Light Issues:** Problems such as cycling or outages should be reported to the main city offices at (208)612-4000. Location information for the light, such as the pole number, nearest address or closest street needs to be provided. We will then forward the information to Rocky Mountain Power, who will address the issue.

**Dog Licenses:** Dogs are required to be licensed within the City. License costs are as follows: \$6.00 if your dog is spayed or neutered, or \$10.00 if not. Licenses all expire on December 31<sup>st</sup> and must be renewed annually. Having more than 3 dogs requires a kennel license. Applications are available at our offices in the City Building at 2135 South Ammon Road.

**Business Licenses:** Operating a business within Ammon City limits requires a business license. This includes businesses operated out of a residence. Daycares operated within the city are also required to obtain a city license. The Daycare Licensing Ordinance is available online with the rest of the City Code, or you can contact our offices for further information.

**New Residents:** Residents are required to report to the City Building at 2135 South Ammon Road to sign up for utility services within 7 days of moving to an Ammon service address. Failure to sign up for services will result in service disconnection and back billing for services received.

Residents moving from one service address to another within the city limits are still required to sign up for services. First time applicants: are required to provide a \$150 deposit which is applied to the account after 12 months if the account remains in good standing or refunded if you move out. Closing documents or a lease agreement are required at sign up to verify proof of residency and establish an occupancy date. Garbage only accounts are required to pay 1 full year in advance. We are not able to take applications for utility services over the phone.

**Termination of Service:** Utility services may be terminated over the phone. The following information is needed for the city to process your termination request:

- 1 A forwarding address
- 2 A move out date or bank closing papers to verify sale date
- 3 Landlord information, if applicable.

**Snowbirds:** If you leave the area for the winter, you can have your water disconnected for a \$75.00 disconnection fee and reconnected when you return for a \$75.00 reconnect fee. You will not be billed for any city utility services while disconnected.



2135 South Ammon Road, Ammon, Idaho 83406