



City of Chelan

2025 UTILITY SERVICES GUIDE

RESIDENTIAL RATES EFFECTIVE JANUARY 1, 2025

Water base rate (inc. first 7,000 gal)	\$64.71
- 7,001 – 40,000 gal (per thousand)	\$1.93
- Over 40,000 gal (per thousand)	\$3.86
Sewer base rate	\$56.91
Sanitation base rate (1-64 gal. can)	\$28.42
Sanitation base rate (1-96 gal. can)	\$33.67
Extra garbage pick-up 64 gal	\$12.42
Extra garbage pick-up 96 gal	\$17.92
Water Disconnection Fee (Turn off)	\$25.00
Water Re-Connection Fee (Turn on)	\$15.00
After Regular Bus Hrs. (8am-5pm)	\$50.00
Billing Transfer Fee on First Month's Bill	\$12.00
NSF Check Return	\$25.00

Billing & Payment Procedures

Since the City provides year-round service for water, sewer and sanitation, all users shall be billed for these services on a continuing basis. Utility accounts shall remain in the property owner's name and bills sent to the owner even if it is rented or leased to another party. Online payments (free options available) can be made through our city website www.cityofchelan.us. We also have two drop boxes, one in front of City Hall and one in the alley behind our building.

DISCONNECTIONS

Disconnection for Non-Payment

If an account for utility service remains delinquent for more than 30 days, the City will place a door hanger at the property. If payment is not received by the specified date, service will be subject to disconnection after the 26th of each month.

Reconnection Fees and Charges

If utility service has been disconnected due to delinquency, a fee of \$40.00 (during normal business hours) in addition to payment in full is required before service will be restored. The City will work to restore service within 24 hrs. Reconnections made outside of our regular business hours will have an additional charge.

Sewer Service Requirement – Chelan Municipal Code 13.06.030

The owner of all houses, buildings or properties used for human occupancy, employment, recreation or other purposes, situated within the city and abutting on any street or private road in which there is now located or may in the future be located a public, sanitary or combined sewer of the city, is required at his expense to install suitable toilet facilities therein, and to connect such facilities directly with the proper public, sanitary or combined sewer in accordance with the provisions of this chapter, within ninety days after date of official notice to do so; provided, that said public sewer is: 1. Within two hundred feet of any part of the property and upon failure of an existing private on-site sewage system; or 2. When it is deemed necessary to protect public health as is certified by the local health officer pursuant to WAC 246-272-07001 as the same now exists or may be hereafter amended.

Water Meters

Water meters are read from March or April through October (dependent on weather). No readings occur during the winter months. It shall be the responsibility of the customer to protect their meter from damage by freezing. The first billing shall reflect an allowance of seven thousand gallons (included in the base rate) per month since the prior meter reading plus any overage. Please keep your meter clear of parked cars or obstructions to allow meter reader access.

Recycling

The City of Chelan provides curbside recycling every other week on the same day as your garbage pick-up. We accept cardboard, pressboard, newspaper, magazines, aluminum cans, tin cans, plastic (#1 and #2 only) & small scrap metal. No glass or office paper.

Sanitation Services

The City of Chelan provides mandatory sanitation service Monday through Friday. The City shall provide a minimum of one 64-gallon tote but customers may request up to two 64 or 96 gallon totes or combination of each for an additional monthly charge. All totes must have lids in the closed position with opening facing the street and at least 3ft of unobstructed space around it. Garbage outside of tote will not be picked up. If the lid is not most of the way in the closed position, the garbage truck may not be able to empty the can. Totes must be on the street by 6am on your designated pickup day to ensure pickup.

Item Restrictions: The following items will not be picked up: waste containing chemicals (batteries, oil, or oil filters, paint cans, etc.), cement, brick, rock, dirt, Bio-medical waste, or electronics.

CUSTOMER BILLING DATES Sign up for Online Payments!



Service Date: 1st–last day of the service month. We bill for the prior month on or around the 5th of the month following service.



Due Date: By the 25th of each month. Becomes delinquent the 26th of the month following service.

Questions?
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