



City of Atwater Promoting "Positive Progress"

UTILITY CUSTOMER NEWSLETTER

January 2020

CONTACT YOUR ELECTED OFFICIALS

Should you wish to contact the Mayor, Council Members, or Merced County Supervisor District 3 you may contact them directly at the following:

Mayor:

Paul Creighton
(209) 357-6300
pcreighton@atwater.org

Council Members:

Brian Raymond
District 4
(209) 676-0671
braymond@atwater.org

Cindy Vierra
District 2
(209) 201-2463
cvierra@atwater.org

Danny Ambriz
District 3
(209) 233-4107
dambriz@atwater.org

John Cale
District 1
(209) 261-7770
jcale@atwater.org

City of Atwater
750 Bellevue Road
Atwater, CA 95301

MONTHLY MEETINGS SCHEDULE CITY HALL COUNCIL CHAMBERS

City Council & Fire Protection District
2nd & 4th Monday of the month at 6:00 PM

City of Atwater Planning Commission
3rd Wednesday of the month at 6:00 PM

Merced County Supervisor, District 3
Daron McDaniel - (209) 495-7086
dmcDaniel@co.merced.ca.us
4th Thursday of each month from 1:30 PM to 3:30 PM at City Hall.

HOURS & CONTACTS FOR CITY OFFICES

City Manager's Office
(209) 357-6300
Monday – Friday 8 AM – 5 PM

Finance Department

(209) 357-6310
(209) 357-6313
(209) 357-6318 Business License Information
Monday – Friday 8:30 AM – 4:30 PM
Water bill, start/end service, and trash service



General Services

Monday - Friday 8 AM – 4:00 PM Closed for lunch
12:00-1:00 PM
Building Division (Permits)
(209) 357-6343
Planning Division
(209) 357-6342 or (209) 357-6349
Engineering Division
(209) 357-6367

HR Department

(209) 357-6204
Monday – Friday 8 AM – 5 PM
City Clerk's office provides Notary Services for \$15 per signature. For more information contact the HR Department at (209) 357-6204

City Clerk

(209) 357-6317
Monday – Friday 8 AM – 5 PM

Public Works

(209) 357-6370
Monday – Friday 6:30 AM – 3:30 PM
Report problems related to Water, Sewer, Parks, City Trees, Street Lights, and Traffic Signal, etc.

After hour emergencies for public works, please call (209) 357-6396 to report the problem.

Police Non-Emergency

(209) 357-6396
(209) 357-6384 (Records)
(209) 357-6287 Neighborhood Watch
Monday – Friday 8:30 am – 4:30 pm

Recreation Department

(209) 357-6320
Monday – Friday 8 AM – 5 PM



1ST ANNUAL FIRE AND POLICE HOLIDAY TOY DRIVE WAS A GREAT SUCCESS!



The Atwater Fire and Police Holiday toy drive was a great success and was able to provide toys and smiling faces for 382 children in the City of Atwater. We look forward for many years of success to come. Thank you to all the donors and volunteers!

NEWLY UPDATED CITY OF ATWATER WEBSITE

It is with great pleasure we'd like to announce the re-launch of the official City of Atwater website. We think you'll find the new redesign visually improved and also easier to navigate and find the resources you're looking for. With a vast collection of features and functionality, the City of Atwater website is a modern information portal which accurately reflects our commitment to Positive Progress. Some recent additions to the new website include integration with the City of Atwater Facebook page, an embedded live-streaming video player for council meetings and events, an online suggestion submission form, and much more. If you have any suggestions, we'd be delighted if you'd visit www.atwater.org and use the "Report an Issue or a suggestion" feature in the top right of the page to let us know. New features are quickly being added, so be sure to check back frequently!

MEASURE "O" EDUCATION

To prevent cuts to public safety services/neighborhood police patrols, and improve crime investigation/emergency response by replacing overcrowded, aging/deteriorating police/fire facilities; upgrading outdated firefighting equipment; and redistributing stations throughout the City, shall the City of Atwater adopt a measure renewing at the one-cent rate its existing, voter-approved sales tax, providing approximately \$4,000,000 annually, until ended by voters, requiring independent audits, oversight, all funds only for Atwater.

"Our Public Safety is never off duty, they are dedicated public servants."

BREAKFAST WITH THE CHIEF

Police Chief Salvador would like to invite you to join him and City Manager Waterman for "Breakfast with the Chief". This month's meeting will be held on Tuesday February 4, 2019 at 9:00 AM. The monthly locations for the breakfast will be updated and posted on the City's Facebook page.

UTILITY BILLING (PAYMENTS)

These past few months you may've noticed that your City of Atwater utility bill remittance address for payments was no longer the street address for City Hall but a P.O. Box in Pasadena, CA. This change is due to the City setting up Bank Lockbox Services with the City's banking provider, JP Morgan Chase. A Bank Lockbox Service is a secure method by which customers' payments and remittance documents are mailed directly to a location accessible only by the bank contracted to process payments on behalf of a business, in this case the City of Atwater. Daily the bank will process all payments in the Lockbox and deposit the funds into the City of Atwater's bank account and provide the City with a secure electronic file containing the customer's utility billing account number and amount paid. The City then imports this data into its utility billing platform and properly posts each customer's utility billing account. This new method of processing utility bill payments will allow for greater efficiency in the timely application and deposit of customer's payments to their respective utility accounts.

CHRISTMAS TREE DISPOSAL

Live Christmas tree's must be cut up and placed in your green can. Republic Services will not be picking them up from the road.

Customer Service Academy

Wednesday, February 5 & 12, 2020
Time Management

Wednesday, March 4 & 11, 2020
Conflict Resolution

Wednesday, April 1 & 8, 2020
Decision Making & Problem Solving

Wednesday, May 6 & 13, 2020
Managing Organizational Change

HEATING UNIT CHECKS

Friendly reminder to test your heating units before the cool weather starts. Turn on your units and open windows to air out the dust smell. Check your carbon monoxide detectors, smoke alarms and your air filters. Please remember that any new wall heaters, or Package units require building permits and inspections for your safety as per California Codes. Please call Atwater Fire at 209-357-6343 if you have any questions.

RAINY SEASON

3 easy steps to remember to keep your home safe and dry!

1. Check your drain inlets and remove all leaves to help prevent flooding.
2. Sand bags can be picked up and are located at: 998 Atwater Boulevard, next to Moore's Automotive.
3. Do not place yard waste in your gutters.

REPUBLIC SERVICES OBSERVED HOLIDAYS

New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Fourth of July, Labor Day, Veterans Day, Thanksgiving, Christmas Day.

Please note if your garbage service falls on one of the above holidays your service will be delayed by one day. For instance, if your regular service day is Monday, it will be picked up on Tuesday, if it's Tuesday, it will then be on Wednesday, and so on. If the Holiday falls on a Saturday or Sunday, there will be no delay of service. For more questions, please call (209) 358-7156

WATER METERS

The City of Atwater is required to install meters on all unmetered service connections by January 1, 2025.

In most cases, meter installation is a simple procedure that requires an hour or less and water services will be briefly interrupted during installation.

If you receive notification that Public Works is scheduled to install a meter at your location, please clear the area where the meter will be located.

Since the water meters are located outside of the home you will not need to be home for the meter installation. If your meter is not accessible, you have any questions, or if you have special needs, please contact the City of Atwater at 209-357-6370.

MARK YOUR CALENDARS

01-20-20 The City will be closed (Non-Safety) in observance of Martin Luther King, Jr. Day

ATWATER CITY CLEAN-UP DAY

The City of Atwater and Republic Services are arranging with Buhach Colony High School and the Merced Union High School District to host the City's annual Fall Clean up at the rear parking lot of Buhach Colony H.S. off Avenue Two on Saturday, March 21, 2020

The City of Atwater and the Republic Services have the right to refuse any loads that do not meet the following criteria:

You must live within the City Limits of Atwater. Must have two forms of ID proving you live within the Atwater City Limits; Driver's license and Utility bill or some other document showing your address.

No trailer longer than eight (8) feet in length or stacked higher than five (5) feet above the bed. Trailer must be covered as to prevent items from falling off (REQUIRED BY CHP). You **MUST BE ABLE** to back up your trailer or have someone with you that can. No more the nine (9) tires/rims may be dropped off at one time. State law does not allow transport of more than nine (9) tires without a special permit. NO TRACTOR TIRES.

Tree limbs, green waste and/or lumber must be cut into six (6) foot lengths or smaller. Only items that do not fit in your green waste can.

The following items WILL NOT be accepted:
Tree Stumps, Concrete, Motor Oil, Paint, Batteries, Anti-Freeze, Pressurized canisters, Hazardous Materials, Household and Garden Chemicals, Light Bulbs.

ADDITIONAL INFORMATION:

Entrance / Check-In will be off of Avenue Two from 7:00 a.m. until 12:00 p.m. No vehicles will be allowed entrance after closing time regardless of whether they are in line or not. You may bring as many loads as possible during that time. **YOU** will be unloading your own vehicles/trailers.

Exceptions will be made for senior citizens and/or those with disabilities who request or desire assistance. There will be trailers for E-waste (electronics), tires, mattresses, and metal (washers, dryers and refrigerators, etc.)

If you are a senior citizen and would like someone to pick up your waste, please sign up no later than Thursday, February 27, 2020 and provide the amount that is needed to be picked up and set the items on the lawn. Please note: We will need a list of the item(s) we are picking up. Only items that do not fit into your black waste can will be picked up.

If you have any questions or would like to set up a pick up, please call 209-357-6370.