

# City of Boulder City

Utility Mailer / February 2016

## Subscribe to Receive City Information

The City launched a new website in June 2015. The website allows citizens to subscribe to receive up-to-date information regarding City business.

To subscribe, go to the City's homepage at [www.bcnv.org](http://www.bcnv.org) and on the bottom right of the home page, click "Receive Updates."

For example, if you are interested in receiving City Council agendas, subscribe and when the agenda is posted to the website, you will be notified via email or text message. You can also subscribe to receive alerts such as a power outage or emergency notification, bid postings, and various community events.

- Enter your email address
- Choose which type of notifications you would like to receive
- Choose the method you prefer to be notified, by email or text message.

Signing up is simple and you can easily change your preferences or unsubscribe at any time.



Stay informed and subscribe today!

# Utility Billing System - New Enhanced Capabilities

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## What's New Now:

Citizens have the ability to receive their utility bills via email!

If you wish to take advantage of paperless billing, please contact the Utility Department. You can contact them two ways:

- By email to [utilities@bcnv.org](mailto:utilities@bcnv.org)
- In person at the Utility Office

## Coming Soon:

Billing Notifications - In the near future, the utility billing system will have the ability to notify customers by phone message and/or email when bills are due and/or late. When this new capability is implemented we will discontinue the old-fashioned process of posting hand tags on doors. Believe this systems will be a more efficient method of notification.



The Public Works Department asks everyone in the community to get involved in fighting graffiti in our City. Graffitiists (also

called taggers) have defaced public property and private property for decades, costing taxpayers millions of dollars nationwide. Boulder City is not immune to this problem. This year fresh graffiti has been discovered in dozens of locations, costing the City real money in staff time and material cost.

The web page, [www.graffitihurts.com](http://www.graffitihurts.com) reports the best defense against these criminals is rapid eradication of markings, enforcement of the laws, and citizen reporting. This is where residents can help the most!

All types of defacing City property are a crime. If a resident witnesses a crime in progress, the City asks you to call the police at 702-293-9224 and write down the perpetrator's de-

Other Notifications - Another enhanced feature of the new utility billing system will be the ability to notify residents of:

- Electrical outages, scheduled or unscheduled
- Water outages
- Traffic incidents

In order for this new feature to be successful we will need a telephone number and/or email address to send notifications. Ideally, we would appreciate receiving both to provide you with more ways to receive our communications, but providing at least one form of contact will allow us to establish a line of communication.

As we continue to resolve the few remaining issues experienced over the last few months with the transition to the new billing system, we want to thank you for your patience and understanding throughout this process.

## Graffiti Drains Our Tax Dollars

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scription, including clothing, approximate height, weight, etc. If a resident discovers graffiti on public property please contact the Public Works Department immediately at [pwadmin@bcnv.org](mailto:pwadmin@bcnv.org) or 702-293-9266. The goal is to remove the graffiti as soon as possible.

Most of the block walls in town are owned by private property owners or homeowners associations. For these locations, the owner is responsible for the removal of the graffiti. The County may provide some assistance to private owners. For assistance, please visit their web page at: [http://www.clarkcountynv.gov/Depts/admin\\_services/pro/Services/pages/Graffiti.aspx](http://www.clarkcountynv.gov/Depts/admin_services/pro/Services/pages/Graffiti.aspx) or call the **Southern Nevada Graffiti Hotline at (702) 455-4509**

Please do your part to keep Boulder City clean and green.