



Did you know Public Works Dept. works for YOU?

24 hours a day / 7 days a week!

Many Boulder City residents may not be aware that we offer a Public Works respondent 24/7 from the City. If there is ever an instance where you require a response (major water leak or an unexpected outage), you may call the Boulder City Police Department non-emergency phone number 702-293-9224. They will be able to dispatch the appropriate on-call employee. No need to wait for start of business to report a serious situation!



Another resource available that many residents may not have known about, we post the most up to date information on any current outages on the City's Facebook page. You can easily access the page by logging on to Facebook, or our web page, www.bcnv.org and click on the Facebook icon to the left of the home page.

For any normal maintenance concern (examples: irrigation head spouting water, water meter box leaking, graffiti, streetlight bulb replacement) you may submit an online work order at <http://www.bouldercitypublicworks.org/work-order-request/>, or call 702-293-9200.

The online work order request system is also available 24/7 and ensures the maintenance concerns are processed, while keeping staff available to perform work.

When to contact the Public Works Department vs. Utility Billing Office

Issue	Resource
Have you noticed abnormally high utility usage on your bill?	Public Works-Conservation Specialist http://www.bouldercitypublicworks.org/contact/ 702-293-9200
Has there possibly been an error calculating your bill?	Utility Billing 702-293-9244
Questions regarding obtaining a permit for a dumpster to be placed in the street?	Public Works http://www.bouldercitypublicworks.org/permitting/ 702-293-9200
Complaint regarding your trash or recycle service?	BC Waste Free www.bcwastefree.org 702-293-2276
Questions or reporting on leaks between the meter and the street?	Public Works http://www.bouldercitypublicworks.org/work-order-request/ 702-293-9200
Questions concerning leaks between the meter and you home?	Your Favorite Plumber!

Electric Meter Replacement



The City is currently replacing old electric meters (many from the 1950's) The new radio read meters are safer for City staff and require less labor hours from meter readers.

As you may be aware, City Council recently approved a utility rate increase beginning October of 2016. However; there are a variety of City rebates that could put money back in your pocket by installing home energy efficient upgrades. The City Electrical Rebate Program was adopted in 2008 to encourage residents to increase the energy efficiency of their home.

The following are ideas and incentives available to help alleviate high power bills and reduce energy consumption:

1. Energy efficient rebate opportunities are available on the City's web page at: <http://www.bcnv.org/284/Electric-Rebate-Program>
2. City Energy Assistance Program <http://bcnv.org/DocumentCenter/View/655> . There is also assistance available from the State of Nevada for lower income households [https://dwss.nv.gov/uploadedFiles/dwssnv.gov/content/Energy/Application%20for%20Energy%20Assistance\(1\).pdf](https://dwss.nv.gov/uploadedFiles/dwssnv.gov/content/Energy/Application%20for%20Energy%20Assistance(1).pdf)
3. Home conservation tips can be viewed on the City's web page at : <http://bcnv.org/DocumentCenter/Home/View/657>
4. Budget billing is available, allowing you to pay 1/12 of your total yearly charges on a monthly basis. You can find the application on the City's web page at: <http://bcnv.org/DocumentCenter/Home/View/1208>

Did You Know?

As of June 1, 2016, the City now offers Citizen Self Services that allows citizens to manage their utility and general billing accounts all online. Visit <http://bcnv.org/488/Pay-Your-Bill-Online> to register for Citizen Self Service.

You can always mail your payment to 401 California Ave. 89005, but if you want to save the stamp you can place your payment at the convenient drop box located in the north end of the City Hall parking Lot. You don't even have to leave the comfort of your car! We also have a convenient customer service window located at the back of the building between City Hall and the Parks and Recreation Center.

