



UTILITY SERVICE INFORMATION

Residential Customers

UTILITY SERVICES

Through the Public Works Department, the City of South Salt Lake provides water, wastewater/sewer, stormwater, and/or waste collection services to many of the city's residential and commercial properties. Depending on the location of the property, utility services may be provided by a combination of entities (listed below). If you are unsure of your utility provider, contact SSL Utility Billing at 801-483-6000.

- [South Salt Lake Public Works](#), 801-483-6045
- [Salt Lake City Public Utilities](#), 801-483-6900
- [Jordan Valley Water Conservancy District](#), 801-565-4300
- [Mt. Olympus Improvement District](#), 801-262-2904
- Various garbage/waste removal companies

UTILITY RATES & BILLING

Water	Click here to view water utility rates based on meter size & consumption
Sewer/Wastewater	\$12.00 per 1,000 gallons of winter average (Click here for an example)
Stormwater	\$6.00 for single-family homes \$12.00 for duplexes
Gargage & Recycling	\$14.29

Utility services provided by South Salt Lake are billed monthly and payment is due upon receipt. The city uses [XpressBillPay](#) for online and automatic payments. Equal Payment is offered after one year of billing history with the city, with enrollment open once per year in November.

- **Pay Online:** Customers can enroll in paperless billing, make online payments, and setup auto-withdraw for free at www.xpressbillpay.com.
- **Phone Payments:** To pay by phone with a credit or debit card, call Utility Billing at 801-483-6000 during business regular hours.
- **Mail Payments:** Mail payments to: South Salt Lake Payment Processing, PO Box 989, Pleasant Grove, UT 84062-0989.

Security Deposits

For tenants (non-homeowners) responsible for water/sewer utility payments, a security deposit of \$75.00 (or 2 months estimated billings, whichever is greater) is required. The deposit is held until the renter moves out. It will be then be applied to the final bill and any resulting credit will be refunded.

Stop / Transfer Service

If you move and need to discontinue or transfer service, please contact Utility Billing one week prior to moving.

[find your district](#)

sslc.gov

WATER



South Salt Lake provides safe, reliable, and affordable culinary drinking water for residents from 2100 S to 3300 S. Water supplies are monitored, tested, and treated regularly to ensure the drinkability and safety of our community. [Drinking Water Quality Reports](#) are published on the city website annually.

The city actively encourages smart water use and has several programs to help customers conserve water. Visit the [Public Works Water page](#) for water conservation programs and information. Customers can download the [EyeOnWater](#) app to track water usage and setup leak detection notifications. *Please note, city ordinance prohibits any outdoor landscape watering during the daytime hours of 10 a.m. to 6 p.m.*

Meter Reads

Water meters are read electronically (in most cases) each month, and bills are determined by the water meter size and monthly use. When customers pay their water bills they not only pay for their water consumption, they pay to help maintain the city's water infrastructure that delivers water to their home.

Turn Off For Repairs

If you need water services turned off at the water meter for repairs, please call SSL Water at 801-483-6045. After hours, call Police Dispatch at 801-840-4000. *Please note, city ordinance prohibits any persons other than city employees from operating or tampering with the water meter.*

Reconnection Fees

If water service has been terminated at a property for non-payment, payment of the full account balance and a reconnect fee is required to restore water service. There is a \$25.00 reconnect fee to have water service restored by 3:00 p.m. After 3:00 p.m., the reconnect fee is \$65.00. Occupants should contact the city one week prior to vacating.

WASTEWATER / SEWER



South Salt Lake collects wastewater from our service area and routes it through the sewer system to [Central Valley Water Reclamation Facility](#), where it is treated and discharged into Mill Creek near the Jordan River confluence. We provide wastewater service to approximately half of city residents, with Mt. Olympus Improvement District providing service to the southern half of the city.

Sewer fees are based on winter water usage and billed at a per unit rate. Therefore, your sewer rate changes every year based on your water consumption in the winter months, with the new rate reflecting on the July 1 bill of every year. Visit the [Utility Rates page](#) on the city website for an calculation example.

Report a Problem

Typically, sewer issues result in a backup. If you notice sewage backing up into your toilet, basement, pooling on the ground or coming up through a manhole, please call us immediately at 801-483-6045 and report the exact location of the problem.

Think Before You Flush

While our wastewater system is strong, it is not fit for all waste. Flushing items that are not intended for drains will increase wear on your home's pipes as well as our city's wastewater system. [Click here](#) to read about some of the most likely culprits.

STORMWATER



South Salt Lake is responsible for routing stormwater through its proper channels to eventually deposit in the Jordan River. Proper stormwater management helps prevent flooding and protect public health and our natural environment. Cleaning and maintaining our stormwater system helps lengthen the lifespan of the entire system and prevents blockages and localized flooding.

All property owners in the city pay a stormwater fee, which is currently \$6.00 per month for a single-family home and \$12.00 for duplexes. Anything more than two family units on one parcel of land and commercial are calculated based on the size of the parcel of land and the amount of impervious material (buildings, asphalt, concrete, etc) on the parcel. 1 ERU (Equivalent Residential Unit) is \$6.

Be a Stormwater Superhero

Nothing but rain in the stormdrain, please! We all have a role to play in keeping our stormwater clean. Always scoop the poop and pick up your pet waste. Don't feed ducks, wildlife can survive all on their own. Bag your fall leaves and keep gutters clear. Never ever dispose of hazardous materials in storm drains or gutters. For bonus points, participate in our [Adopt-a-Drain program!](#)

WASTE REMOVAL & RECYCLING



South Salt Lake contracts with [Ace Disposal](#) to provide weekly residential garbage and recycling collection for single-family home and duplexes. Anything larger than a duplex for residential and commercial businesses contract their own private garbage service.

The current garbage and recycling fee is \$14.29 a month. Place containers curbside by 7:00 a.m. on your designated pick-up day ([click here](#) to view Ace Disposal's interactive collection map). **Exceptions: July 4, Thanksgiving, Christmas, and New Year's Day holidays.** If your pickup day is on one of these holidays, your collection will be the following day. Pickup times vary throughout the day according to contractor's workload. For more information, contact Ace Disposal at 801-363-9995.

Glass Recycling

The city partners with [Momentum Recycling](#) to provide curbside glass recycling pickup on the 2nd Friday of every month. It costs \$25.00 to have a can delivered, and \$8.50/month for pickup. To sign up, go to their website at www.utah.momentumrecycling.com/southsaltlake/ or call 801-355-0334.

Additional Waste Removal Programs

- [Citywide Cleanup Program](#): The city provides a "Box, Bundled, and Bagged" bulk cleanup program each spring and fall. Notices indicating pickup dates for your area will be mailed two weeks prior. This is a free service for SSL garbage customers only.
- [Fall Leaf Bags](#): Starting October 1 each year, residents can pick up five free leaf bags. The city will pick up all leaf bags left by the curb during the fall season. Only leaves allowed in bags. This is a free service for all residents.
- [Christmas Tree Collection](#): During the month of January, the city will collect Christmas trees left curbside. This is a free service for SSL garbage customers only.
- [Transfer Station Pass](#): Residents can use the Transfer Station located at 502 West 3300 South, from 7 to 11 AM, the first and third Saturdays of every month. In order to use the facility, residents will need to obtain a card from the Business Licensing Department at City Hall.
- [Bulk Waste Trailers](#): Roll-off containers are available to city residents on a first come first serve basis. To reserve, go to sslc.gov and click on the "Register or Reserve" button on the homepage.

ANNOUNCING THE EASIEST WAY TO PAY YOUR BILL

Our new online bill pay option saves you time and gives you more flexibility in how you pay your bill.

If you have an Internet connection and an email address, you can now pay your bill online. You are also able to “opt in” to paperless billing and receive an email notification when your bill is ready to view. It’s fast, it’s easy, and you no longer have to write a check each month or find a stamp when it’s time to send in your payment.

HOW IT WORKS

We have partnered with Xpress Bill Pay, the premier provider for online bill payment.

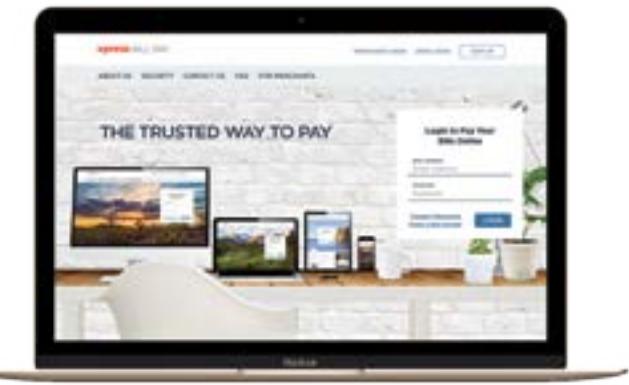
When you sign up for online bill payment you’ll create a secure password that you use to access your personal account at www.xpressbillpay.com. Every month we’ll send you a reminder email to let you know when your bill is online.

Then, just log in through your Web browser or the Xpress Bill Pay Mobile App and view your bill. Select a payment type — credit card, debit card, or electronic funds transfer — enter the information, and you’re done! It’s that easy, and it only takes you a few minutes each month.

We’re offering this service at the request of customers like you. Sign up today to see why so many people consider this method as the best way to pay their bills.

ONLINE BILL PAYMENT FACTS

- To sign up for online bill payment, go to www.xpressbillpay.com
- You can pay your bills with a credit or debit card, or you can transfer funds directly from your checking account.
- You can pay your bill from anywhere. Customers outside the U.S. can contact our Payment Center anytime to make a payment or to set up an Auto Pay.
- After you complete the transaction, you can receive an email receipt to confirm the payment went through.
- You can view up to a year’s history of your account online, so you can compare your current bill to a year ago.
- If you’d like, you can select the Auto Pay option and your bill will be paid automatically each month.



WHAT TO DO NEXT

1. Go to www.xpressbillpay.com
2. Click on the “Sign Up” button on the top of the home screen. Fill in the email and password fields, then click in the “I’m not a robot” box and follow the prompts.
3. Complete the short registration form and click “Next.”
4. Go to your inbox and open the verification email then click “Verify Email”. Then select “Continue” to log in.
5. Select your billing organization and follow the prompts for linking your bill.
6. Once your bill is added to your account, you can add another bill, view and pay your bill online, or setup a recurring auto payment schedule.

AND THERE'S MORE!

Although we encourage creating an account to get the most out of this new service, Xpress Bill Pay does offer Guest Checkout for those that are not yet wanting to set up an account.

To make a phone payment with a live operator, call 1-385-218-0343. This service is available in English and Spanish.

Can I Recycle This?

YES

Cardboard, paper,
plastic bottles, and cans.



Clean Paper & Cardboard

NO

Plastic bags, food waste,
glass, or Styrofoam™.



Coated Paper Containers



Empty Plastic Bottles & Jugs



Other Plastics & Styrofoam™



Empty Aluminum & Steel Cans



All Glass, Food & Yard Waste



DO NOT
bag items!



KEEP IT CLEAN! All items
must be free of food & liquids.



CITYWIDE CLEANUP PROGRAM

Boxed, Bundled and Bagged Curbside Cleanup

The citywide cleanup program is available to all South Salt Lake residents who currently receive city garbage service.

Eligibility

Curbside pickup will be provided for approved items that are boxed, bundled or bagged. The intent of this program is to reduce pollution in our streams, rivers and lakes and will keep our City clean. When utilizing curbside collection, residents are reminded that hazardous materials such as oil, batteries, paint, tires and other pollutants will not be collected.

Collection Dates

Curbside collection of bulky waste items will take place during the first full two weeks in May and November. A notice will be mailed to city garbage customers two weeks before with pickup dates.

Items may be placed curbside up to one week prior to the scheduled pickup dates. Items placed at the curb must not obstruct sidewalks, gutters, storm drain inlets, water meters, or the free movement of traffic.

NO Illegal Dumping

If you suspect illegal dumping or scavenging please call and report it to the South Salt Lake City Police Department: 801-840-4000. If you are able to get a license plate number without approaching the vehicle, please do so.

The Public Works Department is available Monday – Friday from 7:30 a.m. - 4:00 p.m. to assist with any questions. Please call (801) 483-6045 or email garbage@sslc.gov. Additional information may also be found on the Public Works webpage of the city website at sslc.gov.

Program Guidelines

All items must be 5 feet in length or shorter and must not weigh more than 75 lbs. Please ensure easy and safe access to your bulky waste piles. The collection crew has the discretion to refuse any items that do not meet the specified guidelines.

Grass Clippings

Grass clippings are not to be placed curbside for bulky waste collection. Grass clippings may be disposed of by placing them in a plastic bag in your regular roll-out garbage container for weekly collection.

Yard Waste

Excess yard waste can be boxed, bundled or bagged (no grass clippings). Boxes must be 30 gallons or smaller (size of a standard garbage can). Please do not set boxes out in wet weather. The bottoms may fall out and create a mess.

Branches & Shrub Trimmings

Branches and limbs 4 inches or less in diameter will be collected and must be tied in bundles less than 18 inches in thickness. They cannot be longer than 5 feet and must weigh less than 75 lbs. per bundle. Shrub trimmings and other yard waste will be collected if properly contained. Twine is an easy, acceptable method to tie and bundle items. Loose piles of yard waste and trimmings will not be collected.

Appliances & Furniture

Appliances that DO NOT contain Freon will be collected: i.e., refrigerators, freezers, air conditioners, dehumidifiers, or water coolers. Appliances that have had Freon removed will be collected if proper documentation is attached. Furniture, carpet and padding, sofas, mattresses, and water heaters are also accepted.

Construction or Demolition Debris

Debris from construction and demolition projects will not be collected. Please call South Salt Lake City Public Works for construction/demolition debris disposal options.

Household Garbage

Every day household garbage such as food waste and packaging will not be collected and must be disposed of in your regular roll-out garbage container.

Hazardous Materials

Flammable material such as oil, gas, or paint products and hazardous or toxic waste such as solvents, motor oil, transmission fluid, antifreeze, tires, batteries, pesticides, fertilizers, and other chemicals are considered to be household hazardous waste and will not be collected. Please call South Salt Lake City Public Works for disposal options.

Non-collectable Items

Commercial, industrial, and business waste is prohibited. We do not collect contractor produced waste of any kind. Dirt, rocks, sod, bricks, broken concrete, major construction or demolition debris, household hazardous waste, and 55 gallon drums will not be collected.

CONSERVE WATER

Track your water usage • Get leak notifications



EyeOnWater®

South Salt Lake Water customers now have access to the EyeOnWater app.

To get started, scan the QR code or visit sslc.gov to create an account.



sslc.gov





Utah Water Savers offers rebates to help you conserve water. Visit their website for details.

- Landscape Incentive Program pays you to get rid of your grass
- Toilet Replacement rebate
- Smart Sprinkler Controller rebate

www.utahwatersavers.com



Daytime Watering Restrictions

City ordinance prohibits outdoor landscapes watering during the daytime hours of 10 AM to 6 PM. Offenders could be cited. For details, contact Code Enforcement at 801-464-6757.



Report Water Waste

If you see water waste in South Salt Lake, report it to our Water team so we can contact the property owner to fix the issue. [Click here](#) to access our Contact Form (side of Connect with SSL page), and use the drop down to select "Report Water Waste".

PROTECT STORMWATER

Adopt a Storm Drain!

Keep our community clean and protect local waterways.



Sign up to
adopt a drain.



Keep your
drain clean.



Track your
impact.



ADOPT
A STORM
DRAIN 

Sign up today!
adopt-a-drain.org



RAIN BARREL PROGRAM



REASONS TO GET A RAIN BARREL.



SAVE
money on
your water
bill.



CONSERVE
ground water by
collecting rainwater
for landscapes.



REDUCE
water pollution
by decreasing
stormwater runoff.



COLLECT
clean water
for plants and
landscapes.

Sign up today to buy your low-cost rain barrel.



SSLC.GOV



REGISTER FOR
RECREATION
PROGRAMS



RESERVE
PAVILLIONS AT
FITTS PARK



REGISTER FOR
ARTS
PROGRAMS



ADOPT PETS
REGISTER PETS
LOST & FOUND PETS



YOUTH AND
COMMUNITY
PROGRAMS





STAY
IN
TOUCH

YOUR
NEIGHBORHOOD,
MADE STRONGER
BY **YOU**

SIGN UP FOR OUR MONTHLY
EMAILS TO GET THE LATEST CITY
NEWS IN YOUR INBOX.



FOLLOW US ON THE SOCIALS

SOUTHSALT LAKE

PROMISESSL

SOUTHSALT LAKE ARTS

SSLPD

SSLFD

Questions? Feedback?

Contact your
Neighborhood Ambassador

801.464.6757

connect@sslc.gov

