



## Utility Billing Policy

### Water / Sewer Charge & Billing Policy:

Account Deposits: \$100.00 for residential accounts (owner-occupied)  
\$150.00 for residential accounts (rental)  
\$50.00 for landlord accounts  
\$100.00 for business accounts

\*For commercial/industrial accounts, deposit is equal to the estimated average monthly usage charge for industry type.

The minimum deposit is required for all new accounts regardless of past payment history. The City may, at its option, require a deposit of \$200.00 for residential (owner-occupied) and business accounts; \$100.00 for landlord accounts; and \$300.00 for residential (rental) accounts when a customer has demonstrated inadequate payment history. Bills are mailed out the last day of each month. Bills are due upon receipt and are assessed a penalty if not paid by the 15<sup>th</sup> of the month. The customer must have a current valid driver's license or State I.D. showing picture and date of birth.

### Rates:

Water Base Rate:	Inside City Limits: \$13.46 per month
All Outside:	Outside City Limits: \$28.11 per month
Commercial 1 & 2	Inside City Limits: \$28.11 per month
Commercial 3 & 4	Outside City Limits: \$34.83 per month

Water Usage Rate:	Inside City Limits: \$4.27 per 1000 gallons
	Outside City Limits: \$8.36 per 1000 gallons

Sewer Base Rate:	\$9.78 per month
Sewer Usage Rate:	\$7.73 per 1000 gallons of water usage

Trash:	\$15.30 for maximum of 90 gallons per week
	\$4.00 for additional Poly-Cart

### Payments:

Payments are delinquent after 8:00 a.m. on the first business day following the 15<sup>th</sup> of each month. All payments in the night drop at 8:00 a.m. on the first business day following the 15<sup>th</sup> will be stamped with the date of the 15<sup>th</sup> and marked night drop on the receipt. All payments made after 8:00 a.m. on this day will be assessed a penalty. This includes payments received in the mail that day.

#### Acceptable Forms of Payment:

The City accepts cash, check, money order or credit cards for payment of utility bills. Payment cannot be accepted over the phone. Bills can be paid in person, or dropped at one of two night drop locations located outside of City Hall. Payment may also be made online at [www.cityofcassville.com](http://www.cityofcassville.com). A recurring ACH payment may be set up to automatically draft a customer's bank account as well. Unrolled coin in excess of \$5.00 will not be accepted as a form of payment.

#### Returned Checks

When a customer has a check returned to the City, the customer must pay the amount of the check plus a \$25.00 returned check fee. Once a customer has had a check returned to the City, they will be put on a cash only basis (this includes all checks on behalf of the account, regardless of who the check is from).

#### Penalties, Delinquencies and Discontinuance of Service:

A penalty of \$25.00 will be assessed for all payments made after the posted due date. If the bill remains unpaid 10 days after the posted due date, it is considered delinquent and a notice of disconnection will be mailed to each late customer as a courtesy. The City of Cassville does not accept the responsibility of an undelivered notice. If payment is not received by the last day of the month, service will be disconnected on the first day of the month. If service is disconnected for delinquency, all delinquent amounts PLUS all new charges will be due in order for service to be reconnected. Services will not be reconnected at any time until the full balance is paid. If payment is not received within 7 days of the first of the month, the account will be closed, and the deposit applied. To re-establish service, all past due amounts left outstanding must be paid and a new deposit will be required. (see 'Account Deposit' policy above). Service is disconnected for the following reasons: contract payments not received, insufficient funds on a check written in order to keep water service, customers on the disconnect list that have not paid by the specified time, customers request and moving leaving no forwarding address. This list is not all inclusive; there may be other criteria that warrant utility disconnection.

#### Utility Accounts:

Anyone living at the residence over the age of 18 must be listed on the utility account. You cannot open an account for someone else. A landlord has the option to open an account in the landlords name for the renter; however the owner becomes responsible for the bill.

**Construction Account:**

All utility charges are paid at the time of receiving a building permit. These items include: building permit, water deposit, water meter set, sewer tap and street cut if it applies. Construction accounts are charged water and primacy. When the sewer tap is done the account is then charged sewer and DNR fee. When a certificate of occupancy is received then all charges are applied to the account.

**Transfer Accounts:**

The balance must be paid in full on the current account before a transfer can be completed. There will be an additional final bill on the current account even after the balance is paid. If the final bill is not paid by the 15<sup>th</sup> of the month, the balance and late fees will be transferred to the new account.

**Landlord Accounts:**

Landlords are required to provide written permission to rent documentation advising the City of Cassville, Water Department, of the tenants.

Landlords are responsible to advise the City of Cassville, Water Department each time a renter moves out whether to leave the water on or turn it off.

The landlord has 7 days to clean. If more than 100 gallons is used, an account will be opened in the landlord's name and charged under the landlord deposit.

If a landlord needs more than the 7 days to clean, a temporary account will be opened under the \$50.00 landlord deposit creating a regular monthly bill. However if the City is not notified and a renter moves into the temporary account the landlord will be required to post a \$100.00 (or current deposit rate) for each rental unit.

If the water is left on, the landlord will be responsible for the water bill if the tenant does not set up water service. Landlord accounts are only temporary accounts and cannot be left open under the landlord deposit. If the landlord wants to leave an account in their name, a \$100.00 (or current deposit rate) will need to be collected.

**Contracts:**

Contracts are available for residents to use when they are unable to pay their bill on time. If a customer has previously failed to pay on a signed contract, the contract is considered broken and the customer becomes ineligible for any future contracts.

**Leak Credit:**

A leak credit is only given one per every 12 months as stated in the ordinance. The City must verify the leak is fixed prior to any leak credit. Leak credits are based on an average of 3 months usage prior to the leak and are for sewer services only. Leak credits are given only when requested.

Name Changes:

A name can be added to an account by having the original customer fill out a new account form and adding the new person on the application. If the added person owes a past due amount, the past due account will need to be paid immediately and the deposit brought up to date.

Reestablishing Water and Sewer Services:

The policy of the City of Cassville shall be to inspect any dwelling being used for human habitation that has not had active water/sewer service for more than sixty (60) days. The building inspector will inspect the structure for health and safety concerns. The inspection will include both an internal and external evaluation of the property. Effective date: March 4, 2016.

I have read and understand the terms for which water, sewer, and trash services will be billed to my account with the City of Cassville, Missouri and agree to the terms as set forth above. I further understand that the Board of Aldermen of the City of Cassville may revise water sewer and/or trash rates.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date