

Applicable City Ordinances Policies & Procedures

Sec. 24-1. Sewer service charges

A sewer service charge shall be levied on each sewer system user or contributor who discharges sewage, industrial wastewater, or other liquids either directly or indirectly into the city's sewer system. Subject to the exceptions provided in this chapter, such charge shall be based upon the quantity of water used in or on the premises as the same is measured by a water or sewage meter or meters approved by the city. Additional charges for extra strength sewage, toxic pollutants, and wastewater monitoring shall be levied where applicable.

Sec. 24-22. Tampering with facilities

It is unlawful for any unauthorized person to tamper with, connect or reconnect to the sanitary sewer system of the city.

Sec. 24-36. Owner and occupant jointly and severally liable

The occupant and user of the premises receiving sewer service, or the owner of such premises, shall be jointly and severally liable to pay for such services rendered on such premises. The city shall have the power to sue the occupant or the owner, or both, of such real estate in a civil action to receive any sum or sums due for such services, plus a reasonable attorney's fee to be fixed by the courts.

Sec. 24-37. No free service to be furnished

No sewer service shall be furnished or rendered free of charge to any person by the city.

Sec. 24-44. Delinquent payments

(a) Payments for sewer bills shall be due within ten (10) days from the billing date and be delinquent after twenty-one (21) days.

(b) An additional charge of ten (10) percent shall be added to the unpaid balance per billing cycle.

(c) At the option of the city, water services to the premises involved may be disconnected and shall not be reconnected until all past due and unpaid bills for sewer services are paid in full, together with the actual costs and expenses incurred by the city in disconnecting and reconnecting such facilities.

Complete ordinances/policies on web
www.warrensburg-mo.com

Policies and Procedures Disconnection for Non-Payment

Water services to the premises involved can be disconnected and not reconnected until all past due and unpaid bills for the sewer service have been paid in full together with the actual costs and expenses incurred to include all disconnection and reconnection actual expenses and costs if they remain unpaid after 30 days.

Application of Payment

Partial payments will be applied to the customer's account upon receipt, but the unpaid portion of any bill will be subject to late fees and penalties, up to and including disconnection and reconnection of water service.

Dispute Bill

The customer may appeal the bill within fifteen (15) days of receiving the bill to the City Collector and, if not satisfied, to the Director of Finance. (one adjustment per life of individual account with form submitted available at city hall)

Returned Payments

Customers will be charged a \$25.00 service fee for monthly Automatic Pay payments returned to the City for stop pays, closed accounts or any other reason. Customers will be charged a \$25.00 service fee for credit/debit card charge backs. The fee will be added to the current bill and accrue late fees. Customers with three or more returned check payments will be required to pay their utility bills with cash or credit/debit card.

Customer Payment Options

Business hours 8:00 am to 5:00 pm
Monday through Friday

▲Walk in payments at City Hall with Cash, Check, Money Order, Credit/Debit (Visa, MasterCard or Discover)

▲Phone payments with Credit/Debit (Visa, MasterCard or Discover)

▲Mail in payments by check/money order or payment center through personal banking (bank will mail a check on your behalf)

▲Walk in payments Bi-Lo Country Mart service desk 410 E Young St with cash, check or e-check (\$1.00 processing fee) No credit cards payments

▲On-line at www.warrensburg-mo.com (\$1.25 processing fee charged to customer card)

▲Auto-Debit from credit/debit card, checking/savings account (no additional fee)

SEWER UTILITY BILLING

102-A South Holden St.
Warrensburg, MO 64093

Phone: 660-262-4549

sewer.billing@warrensburg-mo.com

Welcome to the City of

Warrensburg
MISSOURI

Sewer Utility Information



★Customer account information & usage imported from Missouri American Water

★When a resident sets up a water account the activation information is sent to the city

★Commercial accounts are based on actual water usage + base rate determined by water meter size

★New Residential accounts based on actual water usage capped at 8/CCF + base rate of \$9.00 (max \$45.06) CCF=100 cubic feet water

★Established Residential accounts based on winter average water usage from readings to include January, February, & March + base rate of \$9.00 (starting with April billing cycle/ no usage cap for winter average)

★City is split in four zones determined by water meter readings (first two digits of account #)

★Each zone is billed monthly in weekly cycles with a due date specific to the zone

★Approximate due dates are as follows

◆Zone 02 First week of the month

◆Zone 03 Second week of the month

◆Zone 04 Third week of the month

◆Zone 01 Fourth week of the month

★Billing dates & penalty amount are set by ordinance & are the same for all customers commercial & residential

★Bill date is the actual bill print/ mailing date

★Due date is 10 days from bill print/ mailing

★Penalty date is 21 days from bill print/ mailing

★10% penalty is applied to total amount of current & past due balance if not paid by penalty date

★Missouri American Water in agreement with City & will terminate water service for past due accounts additional fees apply (customer will be notified prior to shut off)



Sewer Utility Billing
 102-A South Holden St. – Warrensburg, MO 64093
 Phone: 660-262-4549 – Fax: 660-747-8927

City of Warrensburg Automatic Bill Payment (ABP) Option – Sewer Utility Service

The City of Warrensburg is pleased to offer a free payment option that will save you time and money by not having to write and mail a separate check.

Here's how ABP works. You authorize the monthly payment to be made from your checking or savings account (payment can be made from most banks within the U.S.) or be charged to your credit or debit card. Payments will be made automatically every month **ON THE BILL DUE DATE & MAY VARY BY ACCOUNT NUMBER**. You will still receive a monthly bill from the City of Warrensburg showing the charges to your account.

If payment cannot be processed because of insufficient funds, a closed account or invalid card information we will assess a service charge.

Customers are responsible for updating any account/card change information (expiration date/new card)

To take advantage of this free service simply complete this authorization form & mail it or drop it by our office with a voided check, savings deposit slip, or a photocopy of your credit or debit card.

Please continue to pay your bill until your statement indicates the ABP option has started.

Required Information to Process Your Request

PLEASE PRINT CLEARLY

Name as it appears on your City of Warrensburg Bill

10 Digit City of Warrensburg Sewer Account Number

Service Address for City of Warrensburg Account

Email Address

Home Phone Number

Cell/Alternate Phone Number

DRAFT FROM: CHECKING OR SAVINGS ACCOUNT:

Checking Savings (check one)

Name (EXACTLY as it appears on financial institution records)

Name of Financial Institution

Routing Number (9 digit number at bottom of your check)

Checking or Savings Account Number

I authorize the financial institution named above to charge my account and remit payment for my monthly bill to the City of Warrensburg. This authority will remain in effect until I give written notification, satisfactory to the City of Warrensburg, to terminate this authorization.

Financial Account Holder Signature

Financial Account Holder Signature

Date

DRAFT FROM CREDIT OR DEBIT CARD:

Visa Master Card Discover (check one)

Name (EXACTLY as it appears on credit card)

Billing Address (EXACTLY as it appears on credit card records)

Credit Card Account Number

Expiration Date

I authorize the City of Warrensburg to charge the full amount of my monthly bill to the specified credit/debit card. This authority will remain in effect until I give written notification, satisfactory to the City of Warrensburg, to terminate this authorization.

Credit/Debit Card Holder Signature

Date

Mail or drop form by our office at
 City of Warrensburg
 102 S Holden St
 Warrensburg, MO 64093

DON'T FORGET
 VOIDED CHECK/SAVINGS DEPOSIT SLIP/PHOTOCOPY OF CREDIT/DEBIT CARD
 AUTO PAY WILL NOT BE SET UP WITHOUT DOCUMENT