



## Sewer Utility Billing *Policies and Procedures* Updated December 19, 2016

**Sewer Office Location:** Warrensburg City Hall, 102 South Holden,  
Front Entrance on Madison Avenue  
**Hours:** 8:00 AM-5:00 PM Monday-Friday  
**Phone Number** 660-262-4549  
**Email:** [sewerbilling@warrensburg-mo.com](mailto:sewerbilling@warrensburg-mo.com)

### **BILLING POLICIES:**

To establish fair, consistent, and effective billing procedures that will ensure the efficient operation of the sewer utility and collection of current and delinquent charges for sewer utility services provided by the City of Warrensburg.

Provide excellent service by billing accurately and promptly taking reasonable time and actions to collect due and past due bills.

The City's operational expenses, debt service charges and sewer coverage requirements are reviewed and calculated annually to establish sewer charges sufficient to produce revenues to meet these requirements. As such, sewer services are not furnished free of charge.

**GENERAL PROCEDURES:** 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 **Code of the City of Warrensburg, Chapter 24 Utilities**, such charges are 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 of Warrensburg. Additional charges for extra strength sewage, toxic pollutants, and wastewater monitoring will be levied, where applicable.

**SETTING UP SERVICE:** Missouri American Water Company (MAWC) owns and provides the water service to Warrensburg residents and businesses. The City of Warrensburg owns and provides the sewer utility service to Warrensburg residents and businesses. The City of Warrensburg identifies sewer customers based on water service customer records. This information comes from MAWC. The City bills for service based on the information received from MAWC and changes will take effect for the following monthly billing cycle.

Home and business owners may sign up for both services or update their existing service accounts on line at [www.missouriamwater.com](http://www.missouriamwater.com). **MAWC has two (2) telephone numbers: 1-866-271-5522 to make payments (they assess a fee for this service) or Customer Service at their toll-free number 1-866-430-0820.**

**METHODS OF PAYMENT:** Payments may be made by cash, check, on line credit/debit card.

Cash payments must be submitted in person. Customers may also opt for the monthly Automatic Pay payment option from a customer's bank account. A form can be picked up at the Sewer Billing Department or available online at: <http://www.warrensburg-mo.com/sewer-billing/>  
*Cash and Check payments may also be made at the following location in Warrensburg:*

**Bi-Lo Grocery**  
**410 E. Young Avenue**  
**Warrensburg, MO 64093**  
**660-429-1188**

***Credit or debit cards are accepted for sewer payments: Discover, MasterCard, and Visa.***

Payments are processed in accordance with the **City of Warrensburg Credit and Debit Card Handling Policy** which can be found online at the City website, the Warrensburg Sewer Utility Department or City Clerk Office. If payments are made in person or via the telephone there is no additional fee. If a payment is made on line there is a convenience fee of \$1.25 per customer transaction.

**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 sewer utility service.

**BILLING CYCLES:** The sewer bill is based on water usage as reported by MAWC. The City of Warrensburg sewer utility has four (4) zones that are billed over four (4) billing cycles due as follows:

- Zone 1** – Due Date 4<sup>th</sup> week of the month
- Zone 2** – Due Date 1<sup>st</sup> week of the month
- Zone 3** – Due Date 2<sup>nd</sup> week of the month
- Zone 4** – Due Date 3<sup>rd</sup> week of the month

Meters are read by MAWC throughout the month. Exact reading dates are not available. The Billing Date is always ten (10) days prior to the due date.

**PAPERLESS BILLING:** In lieu of paper bills sent via U.S. mail, customers may elect to receive electronic bills through a valid email account. Valid email account status is the responsibility of the account holder. Accounts with invalid email accounts returned undeliverable will be subject to delinquent payment charges if the bill is not paid by the delinquent date of the individual account. Penalty charges will not be adjusted if the error is due to customer email account error. Contact the Warrensburg Sewer Utility Department for additional information to arrange for this service at **660-262-4549**.

**DELINQUENT PAYMENTS:** Payments for sewer bills are due within ten (10) days from the Billing Date and delinquent after twenty-one (21) days. An additional charge of ten (10) percent shall be added to the entire unpaid balance per Billing Cycle.

**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.

When water service has been disconnected for non-payment of the sewer utility, the full amount of the past due balance plus disconnection and reconnection fees must be paid before service will be reinstated. The customer is also responsible for any disconnection, reconnection or related fees that are applied by MAWC. Water restoration will be attempted, but not guaranteed during normal working hours on Monday through Friday. Reconnection may take up to 24 hours following payment and submission of a work order to MAWC. Requests for restoration outside of normal working hours, including after 3:00 p.m. on Friday, may be accepted at the discretion of MAWC, but an extra charge will apply. Thereafter, cash or credit/debit card is required.

**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.

**PAYMENT AGREEMENTS:** Payment Agreements on delinquent accounts for extraordinary hardship cases may be made. The customer seeking a Payment Agreement is required to sign the Agreement. The Agreement will extend the customer's payment date and establish a schedule by which incremental payments must be made. The outstanding amount of past due and current charges must be paid by the extended date no longer than six (6) months from the date of the Payment Agreement. Payment Agreements cannot be made for a customer whose sewer has already been shut off for non-payment.

**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.

**CHANGE IN OCCUPANCY:** For MAWC customers, account ownership will be the same as is shown in MAWC monthly reports transmitted to the City for sewer billing purposes. Changes in occupancy will automatically follow changes in water accounts, and notification of the City is not required. However, we urge customers to contact MAWC any change in their mailing address. For sewer customers who are not served by MAWC, customers must notify the Sewer Utility Office to close their accounts. The customer is held responsible for sewer charges at the premises until such notice is given. A forwarding address will be required at such time or reconnection will not be permitted.

**RESIDENTIAL WINTER AVERAGE:** The City of Warrensburg bases monthly sewer charges for residential users on a common industry standard known as Winter Average. Winter Average attempts to negate water usage that is associated with warm weather activities (i.e. watering lawns, filling pools etc.) and is not processed through the sewer system. Average water usage during the winter months (January, February, and March) is used to determine appropriate sewer charges in the spring, summer and fall months. The user rates applied to these volumes are established annually by the City Council. **The sewer service charge for new residential customers will be based on actual water usage following the requirements listed below.**

*If a residential user has not established a winter month's average, the volume charge until the winter month's average is established shall be based upon the lesser of the actual monthly water usage rate for that billing cycle for that residential unit, or eight hundred (800) cubic feet (City of Warrensburg, Code of Ordinances, Ordinance 4909, 12/9/13).*

This provision shall allow the adjustment of the yearly rate to more fairly reflect actual usage for the year, where unusual usage has occurred during the averaging period. **Final accounts on winter average will be charged averaged amount and not prorated for partial month's usage.**

**SEWER BILL CREDIT:** Customers are responsible for all water usage that goes through the meter on the customer side of the water line. However in the event of a water leak, improper plumbing, or incomplete connections the City may adjust the customer's sewer usage for the affected time period provided written documentation is attached to a form provided by the City and submitted by the customer to the City Collector and Public Works Director to support the leak or non-usage. City staff will make periodic review(s) of the account and physical location. Credits will be applied to the customer account the following month. Money will only be returned to the customer if the credit on the account pays more than six months of typical bills and upon request. **Only one (1) such adjustment per life of an account will be considered.**

**SEWER CHARGES:** City operational and capital expenses, debt service charges and sewer coverage requirements are evaluated annually to establish sewer charges sufficient to produce revenues to meet these requirements

**IDENTITY THEFT:** To protect established accounts the following standard operating procedures are in place:

1. All computers are password protected, and screens are locked after a set period of time. Access to accounts is limited to only those personnel needing access. *Personal information beyond names and account numbers written on note pads or sticky pads is prohibited.* Computer screens are only visible to the employee accessing the account.
2. All personal information related to payment by bank transfer is stored in a locked location and is available only to personnel who need access. Such personal information includes bank account numbers. Requests for bank payments must be provided in writing by the customer, and the request must include a voided check and a specimen signature.
3. Credit and debit card transactions may only be accepted in person, telephone or online at <http://www.warrensburg-mo.com/sewer-billing/>. Phone payment information is entered in real time and is never written down or retained in any form. Payments received in person are swiped or keyed in and also never written down or retained. No credit/debit card information is retained beyond the time necessary to complete the transaction in accordance with Payment Card Industry Data Security Standards (PCI-DSS). The City does not have access to credit/debit card information once entered and processed into the system.
4. Checks awaiting deposit are kept in a secure location until they can be deposited, and are only available to personnel who need to access for processing payments.