

Utility Rate Information

- Commercial accounts based on actual water usage + base rate determined by water meter size
- New Residential accounts based on actual water usage \$2.72 first 2/CCF & \$5.60 for each CCF over 2/CCF capped at 8/CCF + base rate of **\$13.00 (max \$52.04)**
- Established Residential accounts based on winter average water usage from January, February & March + base rate of **\$13.00** (starting with April billing cycle/no usage cap for winter average)
- Single Family or Duplex units not having a water meter set at 800 CCF + **base rate = \$52.04**
- CCF is defined as 100 cubic feet of water
- Missouri American Water in agreement with City of Warrensburg will terminate water service for past due accounts

➤ Residential Accounts

\$13.00 base customer charge

\$2.72/CCF volume charge first 2/CCF

\$5.60/CCF volume charge after 2/CCF

New accounts capped at 8/CCF

CCF defined as 100 cubic feet of water

Example 8/CCF usage

$$(2 \times \$2.72) + (6 \times \$5.60) + \$13.00 = \$52.04$$

Example 2/CCF usage

$$(2 \times \$2.72) + \$13.00 = \$18.44$$

RESIDENTIAL RATE STRUCTURE EFFECTIVE WITH OCTOBER 1, 2019 USAGE

USAGE	BASE	\$2.72	\$5.60	TOTAL	OLD RATE
		0-2 UNITS	3+ UNITS		
0	\$13.00			\$13.00	\$13.00
1	\$13.00	\$2.72		\$15.72	\$15.70
2	\$13.00	\$5.44		\$18.44	\$18.40
3	\$13.00	\$5.44	\$5.60	\$24.04	\$23.51
4	\$13.00	\$5.44	\$11.20	\$29.64	\$28.62
5	\$13.00	\$5.44	\$16.80	\$35.24	\$33.73
6	\$13.00	\$5.44	\$22.40	\$40.84	\$38.84
7	\$13.00	\$5.44	\$28.00	\$46.44	\$43.95
8	\$13.00	\$5.44	\$33.60	\$52.04	\$49.06
9	\$13.00	\$5.44	\$39.20	\$57.64	\$54.17
10	\$13.00	\$5.44	\$44.80	\$63.24	\$59.28
11	\$13.00	\$5.44	\$50.40	\$68.84	\$64.39
12	\$13.00	\$5.44	\$56.00	\$74.44	\$69.50
13	\$13.00	\$5.44	\$61.60	\$80.04	\$74.61
14	\$13.00	\$5.44	\$67.20	\$85.64	\$79.72
15	\$13.00	\$5.44	\$72.80	\$91.24	\$84.83
16	\$13.00	\$5.44	\$78.40	\$96.84	\$89.94
17	\$13.00	\$5.44	\$84.00	\$102.44	\$95.05
18	\$13.00	\$5.44	\$89.60	\$108.04	\$100.16
19	\$13.00	\$5.44	\$95.20	\$113.64	\$105.27
20	\$13.00	\$5.44	\$100.80	\$119.24	\$110.38
21	\$13.00	\$5.44	\$106.40	\$124.84	\$115.49
22	\$13.00	\$5.44	\$112.00	\$130.44	\$120.60
23	\$13.00	\$5.44	\$117.60	\$136.04	\$125.71
24	\$13.00	\$5.44	\$123.20	\$141.64	\$130.82
25	\$13.00	\$5.44	\$128.80	\$147.24	\$135.93

➤ Commercial Accounts

Base charge by water meter size

\$13.00 less than 1" meter

\$65.00 1" to 4" meter

\$156.00 greater than 4" meter

\$4.88 volume charge per 1/CCF

CCF defined as 100 cubic feet of water

COMMERCIAL RATE STRUCTURE EFFECTIVE WITH OCTOBER 1, 2018 USAGE

BASE + (USAGE X \$4.88)

USAGE	METER <1"BASE-\$13.00	METER 1"-4" BASE-\$65.00	METER >4" BASE-\$156.00
0	\$13.00	\$65.00	\$156.00
1	\$17.88	\$69.88	\$160.88
2	\$22.76	\$74.76	\$165.76
3	\$27.64	\$79.64	\$170.64
4	\$32.52	\$84.52	\$175.52
5	\$37.40	\$89.40	\$180.40
6	\$42.28	\$94.28	\$185.28
7	\$47.16	\$99.16	\$190.16
8	\$52.04	\$104.04	\$195.04
9	\$56.92	\$108.92	\$199.92
10	\$61.80	\$113.80	\$204.80
11	\$66.68	\$118.68	\$209.68
12	\$71.56	\$123.56	\$214.56
13	\$76.44	\$128.44	\$219.44
14	\$81.32	\$133.32	\$224.32
15	\$86.20	\$138.20	\$229.20
16	\$91.08	\$143.08	\$234.08
17	\$95.96	\$147.96	\$238.96
18	\$100.84	\$152.84	\$243.84
19	\$105.72	\$157.72	\$248.72
20	\$110.60	\$162.60	\$253.60

What determines my bill date?

Utility Billing Information

- Customer usage & account information imported from Missouri American Water
- 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 month
 - ◆ Zone 03 Second week of month
 - ◆ Zone 04 Third week of month
 - ◆ Zone 01 Fourth week of month

Utility Billing Information

(continued)

- Billing dates & penalty amounts are set by ordinance & are the same for all customers commercial & residential
- Bill date is the actual bill print/mailing date (allowing 2 days for postal service processing)
- Due date is 10 days from the bill print/mailing
- Penalty date is 21 days from the bill print/mailing
- 10% penalty applied to total amount of current & past due balance if not paid by penalty date

Utility Policies & Procedures

- Customer may appeal a bill within 15 days of receiving the bill (form with documentation must be submitted with request)
- Payment Agreements extraordinary hardship cases only (customer must complete & sign agreement form)
- \$25.00 service fee applied to account for all returned payments
- Unpaid accounts subject to disconnection of water services with additional fees applied

Utility Bill Example

**AUTO SORT CRRT C001
 CITY OF WARRENSBURG
 102 S HOLDEN ST
 WARRENSBURG MO 64093-2331

CITY OF WARRENSBURG/SEWER
 102 S HOLDEN ST
 WARRENSBURG, MO 64093-2331

Please return this portion with your payment. When paying in person please bring both portions of this bill.

CUSTOMER ACCOUNT INFORMATION - RETAIN FOR YOUR RECORDS

Meter read dates		Bill Print Date	21 days after Print Date	10 days after Print Date		
CITY OF WARRENSBURG		102 S HOLDEN ST		04-46726-00		
Status	Service Dates		Number of Days	Bill Date	Penalty Date	Due Date
	From	To				
ACTIVE	10/21/2014	11/20/2014	30	12/12/2014	01/01/2015	12/22/2014

CURRENT		PREVIOUS		USAGE	CURRENT BALANCE
DATE	READING	DATE	READING		
	544		531	13	\$0.00
					CURRENT BILL \$0.00
					AMOUNT DUE \$0.00
					AMOUNT DUE AFTER 01/01/2015 \$0.00



West Wastewater Treatment Plant



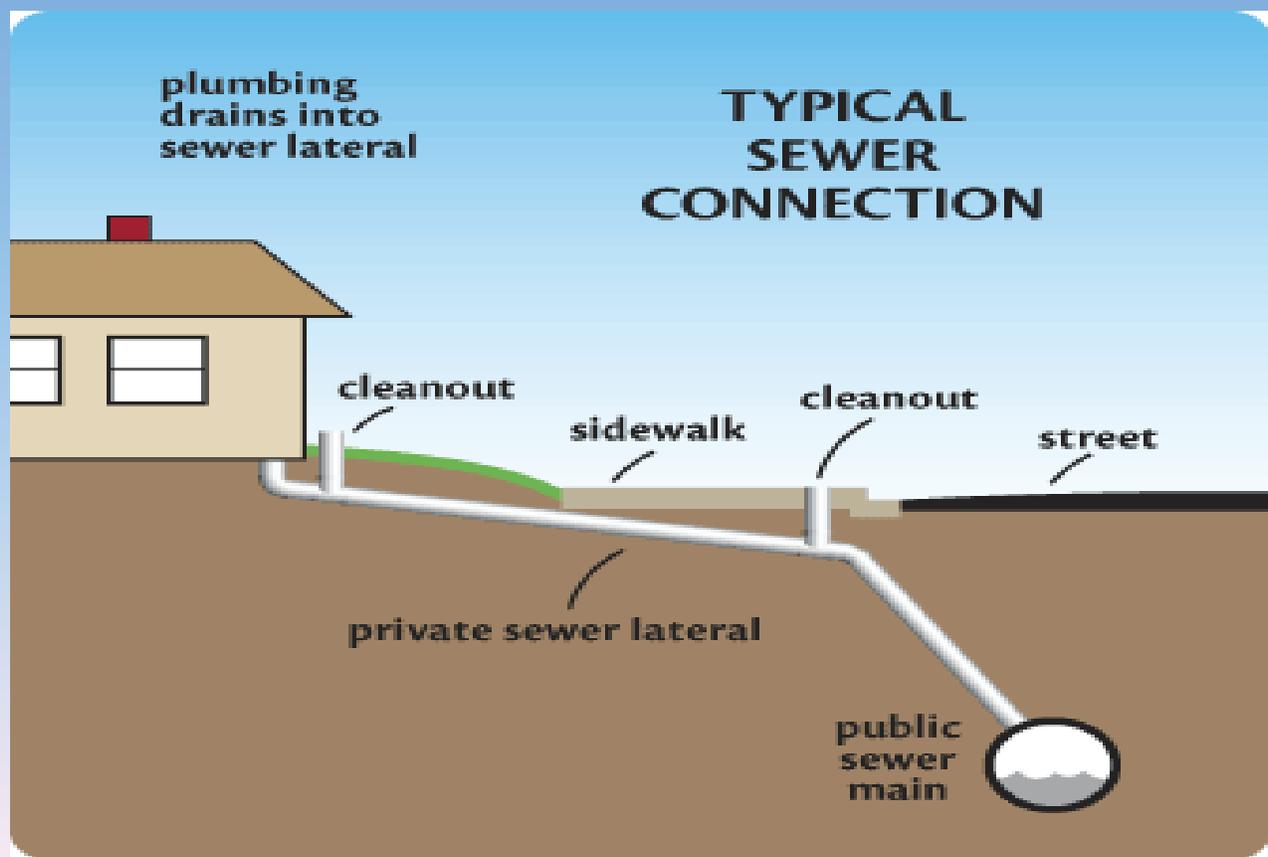
East Wastewater Treatment Plant

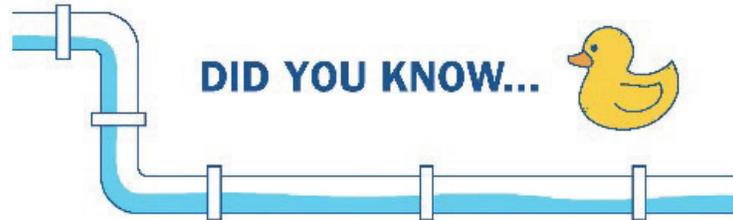


Sewer Line Jet Truck



Sewer Line Connection

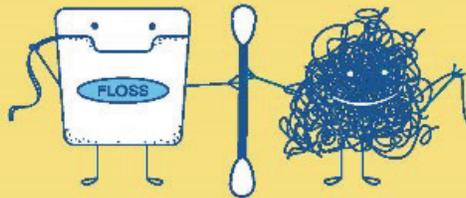




DID YOU KNOW...

**YOUR PIPES ARE ONLY
4 INCHES AT THEIR WIDEST.**

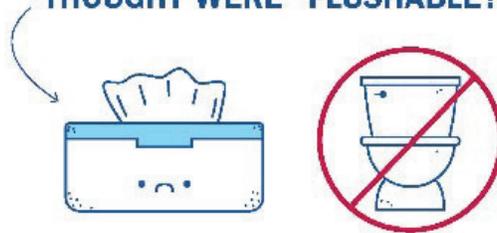
**WHICH MAKES IT EASY
FOR THINGS LIKE**



**DENTAL
FLOSS COTTON
SWABS AND
HAIR**

**TO CAUSE STRINGY CLOGS
IN YOUR PLUMBING.**

AND THOSE WIPES YOU
THOUGHT WERE "FLUSHABLE?"



THEY'RE NOT.

"FLUSHABLE" WIPES ARE ONE
OF THE LEADING CAUSES
OF CLOGGED PIPES.

OTHER PAPER PRODUCTS, LIKE



**PAPER
TOWELS**



**COTTON
ROUNDS**

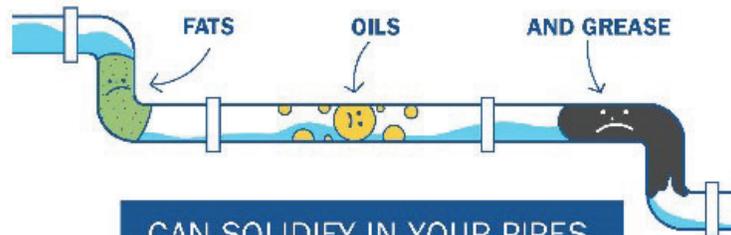


OR EVEN
TOO MUCH

**TOILET
PAPER**

**CONTRIBUTE TO A LARGE
NUMBER OF BLOCKAGES, TOO.**

IN THE KITCHEN



**CAN SOLIDIFY IN YOUR PIPES,
AND SLOW THINGS DOWN.**

BATHROOM ITEMS LIKE



**COULD IMPACT THE ENVIRONMENT IF NOT
EFFECTIVELY REMOVED DURING TREATMENT.**