



PARKVILLE SEWER CUSTOMERS: YOUR SEWER BILL HAS CHANGED

Tuesday, December 04, 2012

Dear Parkville residents on the City's sewer system:

Your Parkville sewer bill has recently changed. We apologize for our delay in communicating this to you. You have likely already received your new sewer bill which was mailed out on a postcard late last week. Starting with this November sewer bill, your Parkville sewer bill will now be received from and payable to the City of Parkville. Previously your sewer bill was combined with your Missouri American Water Company water bill. Missouri American has recently implemented a new water billing system which is not capable of also billing you for Parkville sewer charges, as it has in the past. After eleven years the City has resumed our own sewer billing. We determined this was the most cost effective option for our customers.

We recognize that paying a separate sewer bill is an inconvenience for our customers and are working to make this transition as easy as possible. The following pages contain additional information about the sewer billing changes and your new sewer bill. Additional changes will be communicated in the near future through the mail, email and our webpage at www.parkvillemo.gov. Meanwhile, if you have any questions, please feel free to contact us by email at sewerbillinfo@parkvillemo.com, by phone at 816-741-7676 or in person at Parkville City Hall, 8880 Clark Avenue, Parkville, MO 64152.

On behalf of Mayor Jim Brooks, your Board of Aldermen and your Parkville city staff, we look forward to continuing to serve you and appreciate your patience and understanding as we make this transition.

Sincerely,

CITY OF PARKVILLE

Sean Ackerson, AICP
Assistant City Administrator /
Community Development Director

CC: Mayor Jim Brooks
City of Parkville Board of Aldermen

PARKVILLE SEWER CUSTOMERS: YOUR SEWER BILL IS CHANGING

The following pages contain information about the sewer billing changes and new sewer bills.

Q&A - Information about the sewer billing changes

What does my new sewer bill look like?

Your new sewer bill will be on a postcard mailed from the City of Parkville. The postcards are the most efficient and cost effective method for mailing your bill without increasing sewer rates.

Are the postcards safe?

Yes. The cards do not contain any confidential or sensitive information. With the exception of your account number (which cannot be used for anything other than paying your bill) there is no personal information included about you other than your mailing address. The City does not keep any other personal contact information, credit card information or other sensitive information associated with your account.

Is this a new charge?

No. Although the sewer billing method is new, the charges and fees are not. Your City sewer bill was previously paid with your Missouri American water bill; now your sewer charges will be paid separately to the City of Parkville.

Will the sewer rate change?

No. The sewer rates have not changed. The only changes are where and how your sewer bill will be paid. Just like our sewer system, the City works hard to provide a good service while keeping costs down for our customers.

How is my sewer charge calculated?

Sewer charges are based on water consumption and are calculated in two ways depending on whether you are a residential or commercial sewer customer. Apartments are generally calculated as commercial customers, but may be calculated under either commercial or residential formula below. Sewer rates are the same for all types of customers, but are calculated differently as below.

- **Residential customers:** Residential customer sewer bills are calculated using a winter average. The winter average is your average monthly water consumption as measured by Missouri American Water Company using the readings obtained in January, February and March. Since your sewer bill is based on water consumption, this method helps protect customers from higher sewer bills during warmer summer months resulting from outdoor watering which has no impact on the City's sanitary sewer system.
- **Commercial customers:** Commercial customers are billed according to the actual amount of water used each month.

When is my sewer bill due?

With the exception of your November bill, your new sewer bill will be due by the 21st of each month. Sewer charges are calculated based on water consumption records provided by Missouri American Water Company. Receipt of these records will vary, meaning your bill will not be received the same time each month. The due date has been selected in order to provide customers sufficient time between the receipt of the bill and the time payment is due. Understanding the City is dependent on the receipt of data from Missouri American Water Company, an independent utility company, the City is working hard to make billing as consistent as possible for our customers.

Where can I pay my bill?

Currently you may mail payment to the City of Parkville, 8880 Clark Avenue, Parkville, MO 64152. You may also pay in person at Parkville City Hall, located at the address above, between the hours of 9:00 am and 4:00 pm Monday through Friday (with the exception of recognized holidays). The City does not currently have a drop box to accept payment after the aforementioned hours. We are working to provide this convenience to our customers in the coming months.

What forms of payment are accepted?

Currently the City accepts check, cash or money orders. If paying by mail, we ask that you pay by check or money order. Checks and money orders must be made out to "City of Parkville." Cash payments are accepted in person at Parkville City Hall.

Can I pay online or through automatic withdrawal?

Not at this time. The City is currently unable to accept ACH bank payments or automatic withdrawal. We understand many of our customers prefer these options and are working to provide this convenience to our customers in the coming months. Meanwhile, you may check with your bank to see if they offer any bill payment service. Many local and national banks offer these services as a convenience to their customers.

Can I still pay my sewer bill to Missouri American Water Company?

No. Missouri American Water Company is an independent utility company and is no longer accepting City sewer payments. Although Missouri American previously collected sewer charges on behalf of the City, all sewer payments from November 2012 forward should be paid to the City of Parkville, 8880 Clark Avenue, Parkville, MO 64152.

Can I still pay my Missouri American water bill at Parkville City Hall?

Yes. As a convenience to our citizens, the City will continue to collect Missouri American Water bill payments at Parkville City Hall. However, water payments cannot be made with the same check or money order that is written to pay your Parkville sewer bill.

What if I have an outstanding balance?

Your November sewer bill covers the same period as your Missouri American water bill. If your Missouri American water bill was not paid in full through the October 2012 bill, you will have an outstanding balance due. Any previously unpaid amount will be included in a subsequent bill.

Does this change apply to all Parkville residents?

No. This change only applies to those residents on the City of Parkville's sewer system. This change does not affect Parkville residents served by the Platte County Regional Sewer District or on private septic systems.

Q&A – Information about the new bill**What is my new account number?**

Your new bill includes a 9 or 10 digit account number. The account number is identified on the bill as "Account No" and can be found near the upper right-hand portion of the bill. Please reference this number in any correspondence or when calling for assistance.

What is my total amount due?

The amount due is listed on the right-hand side of the bill and is the sum of all the current charges and outstanding charges, if any, shown on the left-hand side of your bill. This amount is due on or before the due date.

What are the billing codes and what do they tell me?

The billing codes are listed on the left-hand side of the bill and identify your sewer (SW) consumption and charges as well as water (WA) consumption. The water (WA) consumption is the actual amount of water used during the billing period as metered by Missouri American Water Company. The sewer (SW) consumption will show the amount of water used to calculate your actual sewer (SW) charges for the billing period. For residential customers, the sewer (SW) consumption will be based on the winter average water consumption and will not necessarily match your actual water (WA) consumption. In this instance, the water consumption is provided as a convenience for reference and comparison to your water bill. For commercial customers, the sewer (SW) consumption will match the water (WA) consumption. For additional information on how residential and commercial charges are calculated, please see "How is my sewer charge calculated?" in the "Q&A - Information about the sewer billing changes" section.

For those residents in the Riss Lake Subdivision, an additional grinder pump (GP) charge is collected and remitted to the Riss Lake Home Owner's Association. The Riss Lake residential grinder pump system is a privately maintained system; and this fee is used by the Home Owner's Association to offset the cost of ongoing system maintenance.

Where is the due date?

With the exception of your November bill, your sewer bills will be due on the 21st of each month. The due date is listed on the right-hand side of the sewer bill, below your account number and to the right of the amount due. For additional information on due date please see "When is my sewer bill due?" in the "Q&A - Information about the sewer billing changes" section.

What is the billing period?

The sewer billing period is the same as your Missouri American water billing period. This covers the period between your last two water meter readings, roughly mid-month to mid-month. We are working with our sewer billing software vendor and hope to be able to include the actual billing period on future sewer bills.

Q&A – Additional information

Where can I get additional information and updates about the sewer billing?

You can find additional information and updates on the City of Parkville's webpage at www.parkvillemo.gov, by email at sewerbillinfo@parkvillemo.com, or by phone at 816-741-7676. You can also obtain information in person at Parkville City Hall, 8880 Clark Avenue, Parkville, MO 64152. City Hall is located south of 45 Highway, on the west side of 9 Highway, north of the Platte County Community Center South / YMCA.

We look forward to continuing to serve you and appreciate your patience and understanding as we make this transition.



The City of Parkville
