Sewer Utility Billing Policies and Procedures

Updated July 14, 2014

Sewer Office Location: 8880 Clark Ave, Parkville
Hours: 8:00-5:00 p.m. Monday -Friday
Phone Number 816-741-7676 x220
Email: sewerbillinfo@parkvillemo.com

SETTING UP SERVICE: The City of Parkville identifies sewer customers based on water service customer records from Missouri American Water Company (MOAM). Home and business owners may either call or come to the office to set up a sewer service account for a new customer or to update existing customer information. If this is not done before the monthly customer statement is received from MOAM, the City will bill for service based on the information received from MOAM and the changes will take effect for the following monthly billing cycle.

METHODS OF PAYMENT: Payments may be made at or mailed to City Hall in form of check or money order. Cash payments should be submitted in person. Customers may also opt for the automatic monthly payments from a customer's bank account through Automated Clearing House (ACH) withdrawal. A form can be picked up at City Hall or is available online at http://parkvillemo.gov/departments/sewer-utility-billing/.

Payments may also be made at the following Bank Liberty locations in Parkville.

- 12 E First St., Parkville MO 64152
- 6309 NW 9 Hwy, Parkville MO 64152

A customer must have a copy of the bill in order to make a payment.

The following credit or debit cards will be accepted for sewer payments: American Express, Discover, MasterCard, and Visa. Payments will be processed in accordance with the City of Parkville's Credit and Debit Card Handling Policy that is on file in the City Clerk's Office and available upon request. Payments may only be accepted in person or via telephone, facsimile, or mail (not email).

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 of water service. For customers with multiple accounts, the payment will be applied to the smallest bill first unless otherwise specified by the customer.

BILLING CYCLES: Sewer bills are based on water usage as reported by Missouri American Water Company (MOAM). Meters are read by MOAM throughout the month. Exact reading dates are not

available. The City of Parkville's waste water cycle runs from the 20th to the 19th of each month. Bills are mailed the first week of the following month. Bills are due on the 21st of that month.

ONLINE BILLING: In lieu of paper bills sent via U.S. mail, customers may elect to receive electronic bills through a valid email account. Contact the sewer billing office to arrange this service.

LATE BILLS: Effective October 1, 2013, if bills are not paid by the due date (21st of each month), a 10% penalty will be applied to the current bill, and 3% to all previous balances. The city may waive the late penalty one time per calendar year in the event of late payment due to a clerical error (i.e. bill never arrived, check was lost in mail). Waivers will only be offered to customers with a record of at least six consecutive months of on-time payments. Non receipt of a bill does not relieve the customer's obligation to pay the utility bill when due.

DISCONNECTION FOR NON-PAYMENT: If a bill remains unpaid after 30 days, the customer and the property owner (if different) will receive a first notice of delinquency via regular mail. The property owner will be identified by Platte County tax records. If the bill remains unpaid after 60 days, the customer and the property owner will receive a second and final notice via certified mail. The customer may appeal the bill within 15 days of the second notice. After 90 days and the appeal process (if requested), the city will request that MOAM disconnect water service to the property.

When water service has been disconnected for non-payment, the full amount of the past due balance plus an administrative reconnection fee of $25 must be paid before service will be reinstated. The customer is also responsible for any disconnection, reconnection or related fees that are applied by MOAM. Water restoration will be attempted, but not guaranteed during normal working hours on Monday through Friday. Requests for restoration outside of normal working hours, including after 3:00 p.m. on Friday, may be accepted at the discretion of MOAM, but an extra charge will apply. If a check is used to make a payment following disconnection of water service, the City will wait until the check has cleared the bank before requesting restoration of service from MOAM. Therefore, cash, credit/debit card, or money order is preferred.

PROPERTY OWNER LIABILITY: The customer at the property receiving the sewer service and the property owner are jointly and severally liable to pay for sewer services for that property. This means that landlords are ultimately responsible for up to 90 days of uncollected sewer payments on tenant accounts. The City will make every reasonable effort to collect delinquent sewer payments from the customer. However, in the event of non-payment, property owners will be responsible for late fees and penalties, up to and including water service disconnection and a lien up on the property. Property owners are encouraged to seek their own business and or legal advice to determine the best way to protect their interests. The city will transfer a sewer account to the property owner upon request of the owner.

PAYMENT ARRANGEMENTS: Payment arrangements on delinquent accounts may be made one time per calendar year. Customers seeking a payment arrangement are required to sign a Promise to Pay Agreement in person. 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. Payment arrangements cannot be made for a customer whose water has already been shut off for non-payment. Customers failing to adhere to the conditions of the payment agreement will NOT be provided any future opportunities to enter into future payment agreements.

PAYMENT ASSISTANCE: Customers who need assistance paying utility bills are encouraged to contact United Way 2-1-1. United Way 2-1-1 is an easy-to-remember central phone number connecting people with available community resources 7 days a week, 24 hours a day, 365 days a year. It is a free and confidential referral service. For additional information about United Way's 2-1-1 services, call (816) 474-5112 or toll free at (866) 320-5764.

RETURNED PAYMENTS: Customers will be charged a $25 service fee for checks or ACH payments that are returned to the City for insufficient funds, stop pays, closed accounts or any other reason. The fee will be added to the current bill and will accrue applicable late fees. Customers with three or more returned payments will be required to pay their utility bills with cash, credit/debit card, or money orders. However, if a check is returned (first time) and the customer is eligible for water service disconnection due to non-payment, a cash, credit/debit card, or money order payment will be required to prevent or immediately restore the water service disconnect.

CHANGE IN OCCUPANCY: Customers must notify the sewer billing 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 disconnection will not be permitted.

RESIDENTIAL WINTER AVERAGE: The City of Parkville 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 Board of Aldermen.

The sewer service charge for new customers will be the prior resident's average until a new winter average is established. When no prior average is available, the industry's adopted average of 6,000 gallons per month will be used. If a customer in good standing (timely payments) experiences exceptionally high or low usage during any month in the period from which the winter average is taken, the City may substitute an average calculated from at least three (3) other more typical months for each of the months in which the exceptional usage occurred. This change may be made one time per year. 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 due to events such as leaks and prolonged winter absences. The City is not obligated to make adjustments for periods in which readings do not vary by at least fifty percent (50%) above or below the average for that customer as determined by the City.

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, incomplete connections etc., AND MOAM merits an adjustment to the water bill, the City will adjust the customer's sewer usage for the affected time period. However the adjustment is ONLY needed during the Winter Average period. 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 only upon request.