



CITY OF PARKVILLE * 8880 Clark Avenue * Parkville, MO 64152 * (816) 741-7676 * (816) 741-0013

September 9, 2024

Dear Parkville Sewer Utility Customer,

RE: EFFECTIVE OCTOBER 1, PARKVILLE SEWER UTILITY CUSTOMERS WILL RECEIVE AND PAY SEWER BILLS THROUGH THE PLATTE COUNTY REGIONAL SEWER DISTRICT (PCRS D)

Next month, there will be a new name at the top of your sewer utility postcard / email / statement. The City of Parkville has partnered with the PCRS D to serve as our sewer utility billing contractor for our 1,800+ customers. When you receive your October bill, you will see their branding on your postcard (highlighted on page 2). Your payment will be sent to their office (address below), and you will be able to pay online through their portal – www.pcrsd.com.

What does this mean for you?

1. For the current billing cycle (For July 20 – August 19 consumption), you will remit your payment to The City of Parkville, just like you've always done. **Due – September 21.**
2. When you receive your October bill from PCRS D, you will remit your payment to them. Complete payment and mailing details are below.
3. If you choose to enroll in or continue your ACH (Automated Clearing House), you will need to authorize PCRS D to setup a new ACH with your bank. If you already have an ACH with Parkville, this authorization **CANNOT** be transferred to another entity per bank regulations.
 - a. One perk of the PCRS D ACH option: you will receive a \$2.50 credit on your sewer statement each month. *Please fill out and return the form included with this letter.*
4. With PCRS D, you will have the option to set up automatic payments using your credit card.
 - a. The monthly statement credit does not apply to credit card payments because of the fees credit card companies charge for these transactions.
5. PCRS D also offers an automated, pay-by-phone service – details on page 2.
6. As always, you'll be able to send payments, via check, through the mail. Starting in October, send your checks to the PCRS D address on page 2 and on the billing postcard.

Over the next few months, we will continue to work with all of our customers, and our new billing partner as we navigate this transition. There are many moving parts, we have a great team, an excellent process in place, and the drive to make this process as smooth as possible for all of you.

The City will send additional information out about this transition throughout the month of September via our website, social media channels, and directly to you, our sewer customers.



Here is the updated contact information you need to know starting on October 1, 2024:

- For customer service, please call: 816-858-2052 or email: office@pcrsd.com
 - You can return your completed ACH Authorization Form to the email above
 - You can also fill out your ACH form online: <http://www.pcrsd.com/customer-forms.html>
- Pay your bill online: www.pcrsd.com
- Toll free pay by phone: 855-753-7388; local pay by phone: 816-858-2052, option 1
- Make checks payable to: Platte County Regional Sewer District (PCRS D)
- Mail Payments to:
 - PCRS D
 - PO BOX 14125
 - Parkville, MO 64152-0625

Understanding Your Sewer Bill



Effective October 1, customers of the Parkville sewer system will begin receiving their sewer bills from the Platte County Regional Sewer District. The City has partnered with the District to serve as the sewer utility billing contractor for the 1,800+ customers. When you receive your October bill, you will see their branding on your postcard like the one below.

Present Reading Meter reading from present month	Previous Reading Meter reading for previous month	Usage Total of present and previous readings multiplied by 100 gallons	Winter Average Usage averaged in January, February and March; updated one time per year	Amount Charge for each code applied to bill	PLATTE COUNTY REGIONAL SEWER DISTRICT P.O. Box 14125 • Parkville, MO 64152 (816) 858-2052 • office@pcrsd.com Pay your bill online at www.pcrsd.com	BILLING CODE ABBREVIATIONS PB - Previous Balance D1 - Debt 1 Assessment D2 - Debt 2 Assessment MS - Miscellaneous SE - Sanitary Sewer Charges SD - Security Deposit Billed	ACCOUNT STATUS PREVIOUS BALANCE PAID SECURITY DEPOSIT PAID SERVICE FROM ALERT!	Account Status Status of sewer account																				
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Code
 Billing code abbreviations explaining types of charges on bill
 SE - Sanitary Sewer Charges: charge for sewer system
 D1 - Debt 1 Assessment: Non-construction costs for a neighborhood sewer project
 D2 - Debt 2 Assessment: Construction costs for a neighborhood sewer project
 SD - Security Deposit Billed: Refundable \$50 security deposit applied to new customer account
 PB - Previous Balance: Unpaid balance or overpayment brought forward and included in total amount due
 MS - Miscellaneous: Miscellaneous charges not previously listed (i.e. shutoff fee or lien fee)