

CITY OF WAYNESVILLE

# Utility Department

100 TREMONT CENTER - WAYNESVILLE, MISSOURI



[WWW.WAYNESVILLEMO.ORG](http://WWW.WAYNESVILLEMO.ORG)



# CITY UTILITY SERVICES

100 Tremont Center - Phone: (573) 774-5217



## ACCOUNT INFORMATION

The staff at the City of Waynesville has worked hard to make your experience with us as smooth and problem free as we can. We offer a variety of options on a variety of subjects, so keep this information packet handy. Also, you can find more information online by visiting the City’s website at [www.waynesvillemo.org](http://www.waynesvillemo.org).

### BASIC ACCOUNT INFORMATION

#### **New Service**

Applications may be picked up at City Hall or found online at the City’s Website listed above. Deposits are required of all services applied for. Whether you are a Homeowner or Tenant will determine the amount of your deposit. This information can be obtained by calling the Utility Department or accessing our website.

Be sure, whether you are coming in to City Hall or downloading and filling out your application online, that you provide the additional documents necessary. Those documents include, but may not be limited to: Proof of homeownership, full copy of lease, two forms of identification (to include one photo ID), and any other document that may be needed by the Utility Department to process your application.

#### **Services Provided**

Depending on where your property is located will depend on the number of services that may be provided to you. Here is a chart of services provided for each location or subdivision:

Location	Electric	Water	Sewer	Natural Gas	Trash
City Wide	✓	✓	✓	✓	✓
Hunter’s Point		✓			
Northern Heights		✓			
High Point		✓			

Keep in mind that not all City locations will have all services. If you are unsure of what services are provided at your location, please call the Utility Billing Department and we will be glad to assist you.

#### **Payments – Utility Readings.**

Payments for Utility bills are due on the 15<sup>th</sup> of each month. If the 15<sup>th</sup> falls on a weekend, then you will have the following Monday to pay your bill before penalties are applied.

The City has several options to accommodate you in paying your monthly bill. You may mail your payment or utilize the City’s drop box in front of City Hall. You can choose to sign up for either our ACH (automatic withdrawal) service or pay your bill monthly, online. If you would like

to sign up for ACH Service, you may do so at City Hall or through our website. There is a 2.5% convenience fee to pay by credit card online, over the phone or in person at City Hall. Utilizing our E-Check feature is \$1.75 per transaction, regardless of the amount of the bill. It is important for you as the customer, to understand that the City bills behind a month, or in other words, we charge for services you used the month prior. For example, if you receive your bill on the first of April and it is due on the 15<sup>th</sup>, you are more than likely paying for services you used during the later part of February to the middle of March, depending on when your meter was read. This will explain why your bill will seem high during April when the weather tends to be warmer. More information regarding how to read and understand your bill can be found online.

Utility accounts that are not paid by the due date will accrue a 10% penalty. Disconnect notices will be sent out advising you of the disconnect date, if you do not pay your bill. Also, in the event your service is disconnected for non-payment, you must bring your account to a zero balance before service will be reconnected. Depending on how long you allow your service to remain disconnected may affect your deposit as well. In the event that you are disconnected, please contact the Utility Department for more information.

### Financial Assistance

**PLEASE NOTE:** The staff of the Utility Department is always willing to help if you fall on hard times. If you have received a disconnect notice and are unable to make your payment by the cut-off date, **PLEASE CONTACT THE UTILITY DEPARTMENT BEFORE THE CUT-OFF DATE TO MAKE A PAY AGREEMENT.** City staff will not be able to make pay agreements with accounts that have been placed on the disconnect list or have been shut-off for non-payment. To be eligible to participate in the Pay Agreement Program, you cannot have defaulted on any other pay agreement within a three (3) month period. **Regardless of your circumstances, before the date of disconnect, please contact our staff to see if we are able to help you.**



Also, Missouri Ozarks Community Action (MOCA) can assist you in applying for Low Income Home Energy Assistance Programs (LIHEAP) and other resources available through State agencies.

### Other Fees

Here is a list of additional fees that may be applied to your account after certain requests or other situations:

**Same Day Service Charge** – A service charge of \$15.00 will be applied to your account for services that you request to be turned on or off, the day of the request.

**Disconnect Fee** – A disconnect fee of \$25.00 will be applied to your account if your account is noted on the non-payment list the day of disconnect. **This fee will be applied whether work crews have actually disconnected your service or not.**

**After-Hours Reconnect Fee** – A charge of \$50.00 shall be paid, along with the disconnect fee of \$25.00, if you call and request to pay your bill and have your services restored after hours.

## ADDITIONAL SERVICE INFORMATION

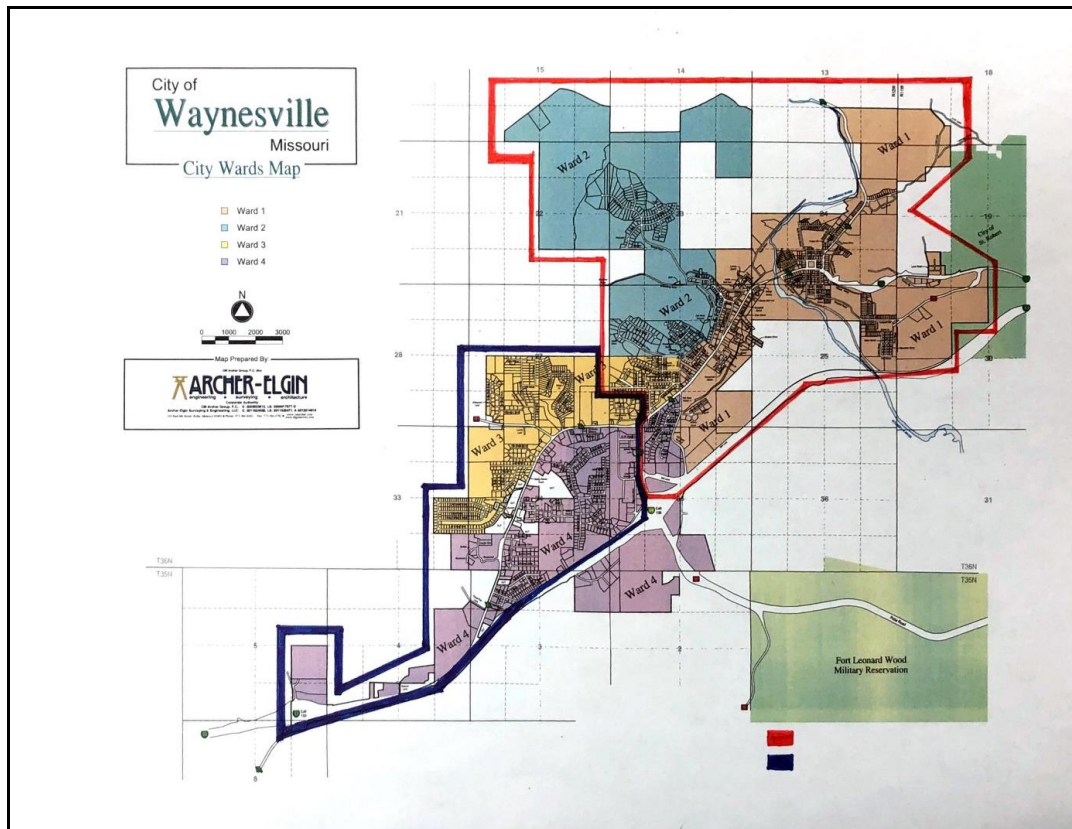
### Natural Gas

**If you smell gas, don't ignore it. Act Immediately and contact the Utility Department so the City can respond to your residence and attempt to identify the source of the leak.**

Why does Natural Gas have such a strange odor? That's because it could be the harmless chemical that is added to the natural gas to give it a distinctive odor that alerts you to a possible leak. If it's a "slight" smell, follow your nose to the source. If it is something you can correct yourself, such as a stove burner left on or a pilot light out, do so safely. If you cannot find the source and if the smell becomes stronger and does not go away, get everyone out of your home to a safe place immediately, then call the Utility Department at (573) 774-5217 during regular business hours, and (573) 774-6305 for after hours. If you believe this is an emergency, dial 911.

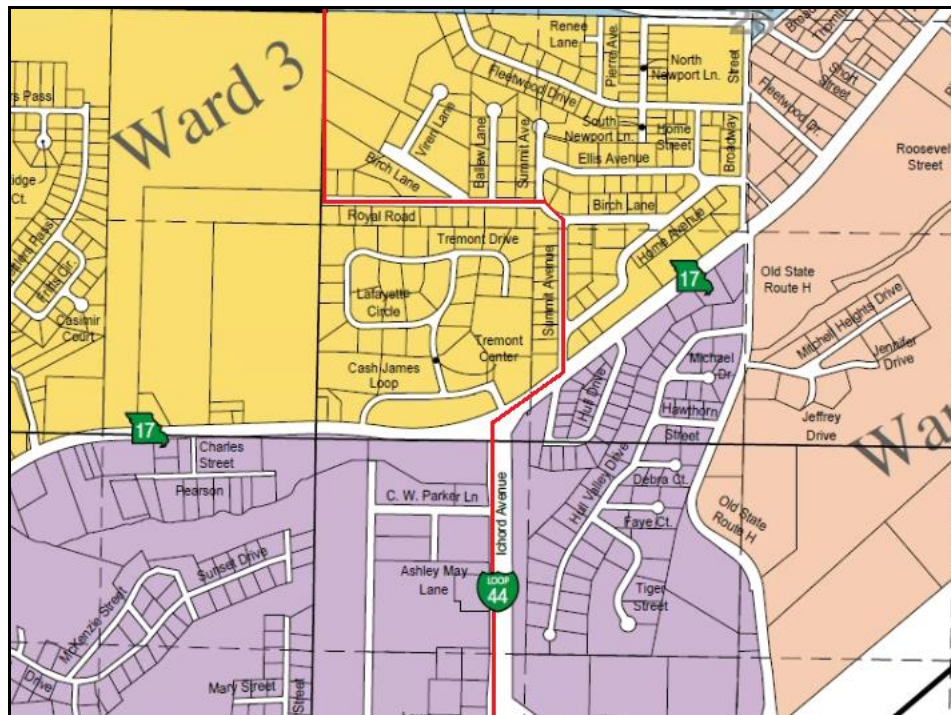
### Trash Service

Regular household trash pickup is every Thursday and Friday depending on where you live within the City. Containers should be at curbside no later than 6:30am. Two 35 gallon or one 96 gallon container is allowed.





Those who live east of Ichord Avenue and the red line will be serviced on Thursday. Those who live west of the red line will be picked up on Friday. If you are unsure of when your pick up day is, call the Utility Department at (573) 774-5217.



## Recycling

Recyclables are picked up on the same day as your trash. If you have not received recycling bins through the City's grant program then your items should be placed in clear plastic bags or containers. Workers will empty your bags or containers and leave them curbside.

How to separate recyclables:

1. **Paper**

This includes office paper, newspaper, magazines, etc.

2. **Cardboard**

Corrugated cardboard and paperboard in small quantities must be broken down and placed into bags or bound with string. If you have large quantities of cardboard, please contact Zeigenbein Sanitation to make arrangements for pickup.

3. **Plastic**

Only type 1 – (PETE) and type 2 (HDPE) opaque and colored plastic will be accepted. Types 3-7 are not being recycled at this time. Be sure to check containers for the recycling symbol which is usually located on the bottom. Labels do not need to be removed.

4. **Cans**

Tin and aluminum cans must be separated at the curb.

5. **Glass**

Due to safety reasons, glass will no longer be accepted.

For more information, contact one of the following:

Waynesville Utility Department: 573-774-5217  
Saint Robert Transfer Station: 573-336-5155

You may also drop off recycling items at the Saint Robert Transfer Station between the hours of 7:30am to 3:30pm.

**Electric – Tree Trimming Service**

The City of Waynesville provides *free* assistance for tree trimming services when those trees are located within 10 feet of a **Primary distribution line**. Primary distribution lines are the network of lines that feeds the power the City needs to run your homes and businesses. Lines that connect your home or business to the Primary line are called **Secondary lines** and are not included with this service.

If you need assistance, please call the Utility Department and we will arrange for a member of our Electric Department to look at the tree and make a determination on whether the City can help.

***Please be prepared to provide the following information:***

1. The property owner's name and contact number.
2. The address or location of the tree work.
3. Access to the tree, if needed, in order to make the assessment.

After a site visit and conferring with the property owner (if applicable), you will be contacted in order to schedule a time for City crews to do trimming. Please allow 2 to 3 weeks for scheduling. Due to daily maintenance, City projects and other tasks, the Electric Department is unable to provide same day service.

When the day arrives, please allow our workers access to the tree, through your yard, if necessary. Crews will trim back all limbs and other debris to 10 feet from the Primary line. Crews will remove all debris and will repair any damage that may be caused during the procedure. Repairs may be schedule at a later date.



The City of Waynesville's emergency notification system is managed by On Solve, a crisis

communications company, that manages the communication platform called CodeRED®. The CodeRED® system is geographically based and allows the City to alert citizens based on their location with messages and specific situations and advise if any action is necessary.

CodeRED® is more than just a weather alert system. The system will notify you of local criminal activity, homeland security issues, missing children and adults, evacuation orders and other situations that require immediate dissemination of crucial information.

CodeRED® is available for download on both Google Play and the Apple Store.



Be sure to list your Waynesville address in order to receive messages directly from the City.

Remember, you must enroll in order to receive alerts from the City. It's free and simple to use. Your contact information will remain private as well and will only be used in order to communicate with you.

If you decide not to sign up during your application process, you may still do so at a later on the City's Website. CodeRED® is found in the Utility Billing Section under the Services menu.



## **CALL BEFORE YOU DIG**

If you are planning a new outdoor project, be sure to call the Missouri One-Call System in order to ensure no infrastructure lines such as water, electric or gas will be damaged before digging. You can find more information at [www.mo1call.com](http://www.mo1call.com).



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