

CITY OF MARIONVILLE

Sewer Billing

Policies and Regulations

Inception May 1, 2009

City of Marionville, Missouri
City of Marionville Administrative Policies and Regulations

Application for Service

Each applicant for new or transferring of services shall provide a completed application with current information. Customers will be required to supply the following:

- legal name
- mailing address
- previous address
- telephone numbers
- place of employment (including address and telephone number)
- picture identification (preferably a valid driver's license)
- a title or a lease (or a notarized letter from the property owner indicating the applicant is the primary resident of the property for which services are being applied for)
- any additional information as required on the application of services
- A deposit of \$150.00 for renters/\$100.00 for home owners must be paid at time of application

The City maintains the right to refuse services to any individual or business if applicant has any past due bills. It is the responsibility of each customer to provide revised application information as such information becomes available.

Utility Billing and Due Dates

Monthly service charges for sewer services are as follows:

Base Rate: \$15.00 per month

Water Usage: \$6.70 for each 1,000 gallons of water used - determined by Empire meter readings.

Residential customers are billed a 3 month average.

Commercial customers are billed on "actual" usage per month.

Customers outside the City limits shall be billed Twenty-Two Dollars and Fifteen Cents (\$22.15) base and Six Dollars and Seventy Cents (\$6.70) for every thousand gallons of water used.

The City of Marionville has the authority to establish rates and charges for sewer service supplied by the Waste Water Treatment Plant and the rates are subject to change at any time that the Board of Aldermen deems advisable.

Trash Services

Monthly service charge for trash services are as follows:

Base Rate: \$13.50 per month

Extra Poly-cart: \$5.00 per month

Curbside Recycling: **FREE** (contact City Hall to sign up)

Payments for Services.

Bills go out on or about the 15th of every month.

Bills are due and payable by 5:00p.m the 28th day of the same month.

It is the individual's responsibility to see that bills are paid no later than the 28th of each month.

Failure to receive your bill is no excuse for non payment. You may come into City Hall to inquire about your bill from 9 – 3pm Mon. –Fri. or by phone Mon. thru Fri. from 8-5pm .

Late Fee

A 10% penalty will be applied after the due date. An additional 10% is added each month the account is past due. Once the bill is 30 days past due disconnection of water service will take place, the following fees will be applied to the account and become the customer's responsibility:

Notice to Empire \$8.00

Trip Fee \$40.00 (This fee will be applied when the City arrives at the premise to disconnect)

Disconnect Fee \$60.00

Total if disconnected \$108.00 (Plus original amount owed on account, service will not be re connected until paid in full)

A sewer payment drop box is located on the southeast corner of the building for the convenience of making payments after hours.

Delinquent Payments.

A sticker may be placed on the billing card stating when disconnection of your water service will be if not paid by date on the card. If payment is not received by said date Empire is called in to disconnect, a notification fee of \$8.00, and a trip fee of \$40 will be charged to the account. If service is disconnected, a reconnect charge of \$60.00 will be added to the account for a total of \$108.00 in addition to your regular bill. Service will not be turned back on until the full amount owed is paid.

Pay Arrangements.

If you experience difficulty making a payment you may come into City Hall to arrange for a written pay agreement with the City. If the pay arrangement is granted please understand that if you should default on the payment as agreed, the City of Marionville and Empire Electric will discontinue water service immediately and service will not be restored until the balance is paid in full plus any reconnect fees. If you should default on said agreement the City of Marionville will not allow another deferred payment agreement during the calendar year. At such a time, the resident is in arrears on current payments the City has the right to immediately terminate service. All subsequent billings are payable when due.

When an agreement can not be made or met, the account will be turned over to the City Attorney for prosecution in the Circuit Court of Lawrence County.

IF YOU HAVE ANY QUESTIONS PLEASE CALL: 417-258-2466

City of Marionville
107 S Central
P.O. Box 410
Marionville, MO 65705
417-258-2466

APPLICATION FOR SEWER SERVICES

***** A COPY OF A CURRENT DRIVER'S LICENSE IS REQUIRED *****

Address Moving To:

_____ Marionville, Missouri Move in Date: _____

Mailing address if different: _____ OWN: _____ RENT: _____

LANDLORD: _____ PHONE _____ ADDRESS: _____

Address moving from: _____
(Street, City, State, Zip)

Name You Will Want On Your Utility Bill: _____ S.S.# _____

Birth Date: _____ Home Phone: _____ Cell Phone: _____

Place of Employment: _____ Work Phone: _____
(Name, City, State, Zip)

Spouse's Name: _____ S.S.# _____

Birth Date: _____ Cell Phone: _____

Place of Employment: _____ Work Phone: _____
(Name, City, State, Zip)

Other name on account: _____ S.S.# _____

Total # of adults in household: _____ Total # of children _____

Have you or anyone in the household had utility service with the City of Marionville before? _____ Yes _____ No

In What Name(s)? _____

What Dates? _____

Did we give you a privacy policy form along with the application? _____ Yes _____ No _____ Initials

***I have read the above information. I understand and accept the terms. I understand my acceptance is inducement for the City of Marionville, Missouri to furnish me sewer services.**

***I further agree that I will not allow illegal aliens to reside in this household, and I understand that my doing so could result in termination of my account in addition to criminal penalties.**

Applicants Signature: _____ Date: _____

City Clerk's Signature: _____

City of Marionville, Missouri

Privacy Policy

The following is an administrative policy and procedure guide to protect the privacy of the citizens of the City of Marionville.

Information of a personal, confidential, private or proprietary nature including, but not limited to, household and family relations, dates of birth, and other information which reasonable persons generally regard as private will not be disseminated in any form, including written or verbal, to the general public and or city employees, except those employees who require this information to conduct normal city business. This information will be secured under lock and key.