

City of Oronogo

653 E Central – Oronogo, Mo 64855

417-673-4541 Fax: 417-673-3246

**** Subscribe for City alerts by email or text at: www.oronogomo.org ****

UTILITY PAYMENT POLICY

1. Payment of Utilities

Meters are read between the 17th and 25th of each month. Bills are sent out by the 1st of the month. Payments are due by the 15th of each month. They are considered late if not received before 8 am on the 16th. Should the 15th of the month fall on a Saturday or Sunday you are given Monday before penalty is applied. There is a drop box for your convenience when City Hall is closed.

2. Late Fees

If you have not paid the account in full by the 15th of the month you will automatically be billed a late fee. Late fees are 10.00 and must be paid in the month they are accrued. Late fees are computer automated.

3. Disruption in Service

If payment in full is not received on account before 8 am on the 25th then the account is processed for “shut off”. Should the 25th of the month fall on a Saturday or Sunday you have until 8 am on Monday to pay or the account will be processed for “shut off”. Once the account is processed for “shut off”, there will be a thirty-five dollar (\$ 35.00) processing fee, a \$ 50.00 reconnect fee during normal business hours for meters that have been physically turned off and a \$ 100.00 reconnect fee for after hours, weekends or holidays for meters that have been physically turned off (effective January 1, 2020) in addition to the current bill to reopen the account. There is a drop box for your convenience when City Hall is closed.

4. Water Leak

If a customer experiences a no-fault water leak, the City will average the last 3 months water usage to determine the amount of adjustment. A no fault water leak is a leak caused by failure of customer’s plumbing system (pipe, joints, couplers, valves, etc.) and such failure was not a result of negligence by the customer or the negligence of another person, licensed plumber, or journeyman working on the customer’s plumbing system. After the repair, you must provide a receipt for parts or repairs. Without a receipt, there will be no adjustment made. The City will then split the cost of the usage of the leak after the deduction of your 3-month average. Public Works must verify that the leak has been fixed prior to any adjustments. The authorization to approve a write off not to exceed \$250.00 must be approved by two of the following cities officials, City Clerk, Treasurer or Mayor. Any amount over \$250.00 must be requested through the Board of Alderman and have their approval. The outstanding balance could be paid out over three months, if necessary, at the discretion of the city officials approving the adjustment.

5. Utility Deposits

Water:

Owner Occupied 75.00

Non-Owner Occupied 100.00

Rural 100.00

Sewer Only:

75.00

In the event the customer fails to pay for services rendered by the City or otherwise is indebted for services provided, the City may apply such deposit to the cost of such services. Further service shall not be provided until the payment of the required deposit. The deposit shall be returned to the customer within thirty (30) days after services to the customer ends.

6. Bad Checks

If an insufficient funds check is returned from the bank the customer will be notified that they have two (2) days to pick it up and pay for it. Notification will be by Door Hanger. If the check is not picked up within the time frame allotted, service will be disconnected. There will be a thirty-five (35.00) dollar processing fee on all insufficient fund's checks. A late fee of ten (10.00) dollars will also be assessed for all checks paid on account before the 16th and returned after the 15th of the month.

7. Notification of Payment

FAILURE TO RECEIVE YOUR BILL DOES NOT AFFECT

- The date payment is due
- The possibility of late fees
- Shut off for non-payment

If you do not receive you monthly bill by the 5th of the month, call City Hall and someone will assist you, giving you the amount owed and if requested, reprint your bill.

We now have **24/7 access** to your bill through **FrontDesk** which you can sign up for by creating an account on our website. It has the option for auto-pay (held out on the 15th), text or email alerts.

Chapter 720. User Charge System

Section 720.070. Average Rate.

[CC 1994 §82.070; Ord. No. 94.10, 5-16-1994; Ord. No. 94.28 §82.070, 12-27-1994]

- A. For residential contributors, monthly user charges will be based on average monthly water usage during the months of January, February, and March.
1. If a residential contributor has not established a January, February, and March average, his/her monthly user charge shall be the median charge of all other residential contributors.
 2. For industrial and commercial contributors, user charges shall be based on water used during the current month. If a commercial or industrial contributor has a consumptive use of water, or in some other manner uses water which is not returned to the wastewater collection system, the user charge for that contributor may be based on a wastewater meter(s) or separate water meter(s) installed and maintained at the contributor's expense, and in a manner acceptable to the City.