



CITY OF O'FALLON

UTILITY BILLING INFORMATION

636-379-5488

WWW.OFALLON.MO.US

WELCOME

We would like to welcome you to the City of O'Fallon. As a new utility customer, this booklet has information that we hope will be helpful in answering any or all of the questions about your Utility Services.

The City's Water Department operates and maintains the water supply including the water treatment plant, four wells, booster stations, transmission lines, distribution systems, along with 24/7 emergency response and repair, meter reading, water sampling and testing, line locations as well as performing predictive operations and maintenance.

The Sewer Department operates the sewer system with a state-of-the-art regional wastewater treatment plant. Along with the treatment plant, they maintain the collection and pumping systems.

The City of O'Fallon works hard to supply its customers with safe drinking water and proper treatment of the wastewater. The staff that works with the water system and sewer system are State licensed through the Department of Natural Resources.

The City also operates the Environmental Services Department, which handles the pick up of trash, recyclables, bulk items and yard waste for residents.

SERVICES & DEPOSITS

All customers must fill out a service registry to set up water, sewer and/or trash services. You may do this one of two ways: come into City Hall to fill out the form or customers can go to the City of O'Fallon website (www.ofallon.mo.us) to register online. Once you submit the form we will be able to set up your account. If your water service should need to be turned on, the City does require 1 business day notice, within the time frame of Monday thru Friday 8:00 a.m. to 2:30 p.m. This time may vary with the water department's summer schedule.

Residential accounts for water and sewer will have a \$150.00 deposit applied to the first bill. Deposits on commercial accounts will start at \$150.00 and increase with every per inch of meter size. For trash only accounts, a \$50.00 deposit will be billed. This deposit is refundable after 12 consecutive timely payments or at the time of the final bill.

****It is the customers responsible to notify the billing department that they have moved out of the billing area and provide a forwarding address so that we can final the account on the correct date and process a final bill.**

BILLING & PAYMENT PROCEDURES

The City of O'Fallon bills for water, sewer and trash services. Some customers may be billed for all three or one of the three services.

The City's water and sewer bills are based on the actual meter readings. Almost 95% of the water meters are radio read. These meters work off radio frequencies and allows the City to read in bad weather and have less reading errors. These radio read meters help us in assisting customers when they have high bills due to leaks in their service lines. The meters can report back to us all kinds of information to better serve the customer.

Meters are read every other month and downloaded into the billing software. They are rechecked for any errors before calculating. For residential accounts only, sewer usage is billed based on the water usage from the months of November thru February. This is called winter averaging and keeps your sewer cost down in the summer months when customers are watering and filling pools. The current bill will always show the previous and current reads, usage, the due date of the bill, and how customers can make they payment. There is also a phone number if customer should have any questions.

Payments can be made in person at City Hall, a drive-up drop box on the back side of the building, by mail or on the City's web site. Customers can also set up payments to be drafted out of their checking account or from their credit card. The City accepts Master Card, Visa, and Discover Card.

To set up your account for bank draft from your checking account, customers need to mail, fax or drop off a voided check . To set up your account for credit card draft, customers will need to fill out a form with the card information.

Please note that after the credit card account has been set up, the City destroys the form and does not retain your credit card information. The customer will need to inform the Billing Department of any changes to their credit card information.

For customers that are set up for sewer only, your usage is based on your water usage the City receives once a year from Public Water Dist. #2 or Missouri American for winter averaging.

Bills are due 25 days from the bill date. On the 26th day, any account with an unpaid balance will have a delayed payment charge applied to the account. The delayed payment charge is 10% of the account balance.

Customers over the age of 65 and veterans with a disability over 25% can be given a discount on their utilities. They will need to bring in proof of age, or disability.

DONATION PROGRAM

The City of O'Fallon has a program where a customer can add an amount of \$1.00, \$3.00 or \$5.00 to their bill to be given as a donation to a charity set by the City Council. Customers will have to submit in writing the amount they want to be added to their bi-monthly bill. At any time a customer can call to stop the donation.

UTILITY BILLING OFFICE 636-379-5488

Monday thru Friday 8:00 am to 5:00 pm

www.ofallon.mo.us

DISCONTINUANCE & RECONNECTION OF SERVICE

The utility bills are bi-monthly and it is the responsibility of the customer to pay the amount due in a timely manner. Customers that did not receive a bill can call the City to find out what the balance is on the account any time during office hours.

A late notice is mailed to every customer that has not paid after 25 days from the bill date. This notice will give the customer a final date that the payment must be made to avoid disconnection. If an account has not been paid by the disconnect date the customers will be charged a \$50.00 water service fee and service will be discontinued at that time.

Services will not be restored until payment of balance plus any and all fees, (even if the service has not been disconnected). Hours to have service restored are Monday—Friday, 8:00 am to 2:30 pm. There is a \$40.00 afterhours fee for restorations from 2:30 p.m. to 5:00 p.m. Monday—Friday. This time may vary with the water department's summer schedule. Customers can call the City with any questions.

Customers that have City of O'Fallon sewer, but pay Missouri American Water or Public Water District #2 for their water service, will be subject to water disconnection for unpaid sewer fees. The water provider will shut off the water service until all outstanding sewer balances including any and all fees that have been added to the account at the time of disconnect.

**WATER METERS, SERVICE LINE, SEWER LINES,
LEAKS & MAINTENANCE**

The City of O'Fallon's policy states that the customer is responsible for their own service lines. This consists of the lines that run from the meter or shut off box up to and inside the home. The customer is also responsible for their sewer lateral from the home to the City's main.

The amount of water that goes through the meter will be billed to the customer. If you should have a leak of any kind, the City has a policy that allows a one-time leak adjustment. The customer must call the billing department to have a City service employee verify the leak has been fixed. If the leak has been an on-going problem, the City will only adjust up to four months.

The City of O'Fallon will make a reasonable effort to supply continuous service; however, we have the right to interrupt service for the purpose of making repairs, connections, extensions or other necessary work. Efforts will be made to notify customers of interruptions in advance when possible.

The City of O'Fallon requires that customers do not tamper with the water meters and/or other parts of the City's water system. Customers caught tampering can be charged with a misdemeanor and fined up to \$500.00. Due to security efforts, it is very important to the City to protect our community. If any customer sees suspicious activity or people in or around water supplies, wells or meters, please call the local law enforcement agency.

PROLONGED ABSENCE

Customers that leave for more than a two month period can request the account be put on hold. This will allow the customer to stop billing charges while they are away as the water will be disconnected during this time. The customer will need to call or email the utility billing department to let us know what day they will be leaving. Customers will need to do the same when they are ready to return.

INQUIRY

To better serve our customers, it is important to have an open line of communication. Please feel free to call with any problems, complaints or questions. The numbers and hours are listed below.

**OFFICE HOURS 8:00 AM TO 5:00 PM
MONDAY THRU FRIDAY
636-379-5488
CITY OF O'FALLON
100 NORTH MAIN STREET
O'FALLON, MO. 63366**