



City of

Wentzville

Guide to City Services



***Dear Neighbor:***

City government in Wentzville exists to provide residents and visitors with many services. We strive to make certain services are delivered efficiently, economically and professionally. Our dedicated work force is responsive to citizen's needs along with meeting or exceeding their expectations.

The purpose of this Guide is to provide contact direction when city assistance arises. The information is arranged alphabetically by subject, rather than by department. Included are referrals to community assistance organizations and governmental agencies.

Please contact the appropriate city department or the City Administrator's office when your city government can be of assistance.

City of Wentzville  
310 W. Pearce Blvd.  
Wentzville, MO 63385  
**Telephone:** (636) 327-5101  
**Fax:** (636) 639-2017

[www.wentzvillemo.org](http://www.wentzvillemo.org)



## City of Wentzville Facilities

City Hall	310 West Pearce Boulevard	636-327-5101
Police Department	1019 Schroeder Creek Boulevard	636-327-5102
Parks & Recreation Department	968 Meyer Road	636-332-9236
Community Development	200 East Fourth Street	636-327-5102
Street Division	200 East Fourth Street	636-327-5102
Public Works Department	200 East Fourth Street	636-327-5102
Animal Control	1019 Schroeder Creek Boulevard	636-327-5105
Water Reclamation Center	2355 Mette Road	636-327-4174
Utility Service Center	5 West Pearce Boulevard	636-639-2155
Municipal Court	1019 Schroeder Creek Boulevard	636-327-5141
Customer Service		636-639-2121

# a

**AARP** (American Association for Retired Persons): For tax preparation help and information for seniors and low income taxpayers, call 1-866-389-5627.

**Absentee Ballots:** For information on obtaining an absentee ballot, contact the St. Charles County Election Authority at 636-949-7550 or [www.sccmo.org](http://www.sccmo.org).

**Accessible Parking:** City ordinance prohibits any parking in spaces designated for accessible parking only. The fine is \$50.

**Accidents involving City Vehicles or City Property:** Contact the Wentzville Police Department at 636-327-5105 for a police report. Contact the City Clerk's office at 636-327-5101 for an insurance report.

**Accident Reports:** To obtain copies of City accident reports, contact the Wentzville Police Department at 636-327-5105.

**ADA Accommodations:** Persons requiring accommodation at public meetings should contact the City Clerk's Office at 636-327-5101 at least 48 hours in advance of the scheduled meeting.

**Adopt-a-Street Program:** Is a program that enables concerned residents an opportunity to adopt a street and keep it clean. If your club or business would like to be involved in the Adopt-a-Street program, please contact the Public Works Facility at 636-327-5102.

**Ambulance Service:** Emergency ambulance service is provided for Wentzville residents by calling 9-1-1.

**Annexation:** The process of property being incorporated into the municipal boundaries of Wentzville contact the Community Development Department at 636-639-2032 for information.

**Animal Bites:** Bite reports are investigated and domestic animals are confined for rabies observation period. For more information or to report an animal bite, contact the Wentzville Police Department at 636-327-5105.

**Animal Regulations & Licensing:** For questions regarding the number and types of animals allowed in the City and licensing requirements, contact Animal Control at 636-327-5105.

**Aquatic Center:** See “Swimming Pool, Public.”

# b

**Backflow Protection:** Irrigation systems and all commercial buildings require a backflow protection device which must be tested annually. For information contact the Public Works Facility at 636-327-5102.

**Barricades:** Barricades for block parties or other special events may be obtained after first securing a Special Event Permit. For applications, contact the City Clerk’s office at 636-327-5101.

**Better Business Bureau:** The St. Louis area office may be reached at 314-645-3300.

**Birth Certificates:** To obtain a certified copy of a Missouri birth certificate, contact the St. Charles County Division of Public Health Vital Records at 636-949-7400 or [www.scchealth.org/docs/doche/certifica.html](http://www.scchealth.org/docs/doche/certifica.html).

**Block Parties:** See “Barricades.”

**Board of Adjustment:** The Board of Adjustment meets as needed the 2<sup>nd</sup> Thursday of each month at City Hall in the Council Chambers at 310 W. Pearce Blvd. Board members are appointed and hold a five-year term and hear appeals to the zoning regulations concerning strict application of area and performance standards of the City as provided by law. For additional information contact the Community Development Department at the Planning and Zoning Division at 636-639-2032.

**Board of Aldermen:** Your representatives are elected in 3 wards. Two (2) Aldermen represent each ward and are Representatives on numerous legislative processes. To contact any of the Board of Aldermen members, including the Mayor, contact City Hall at 636-327-5101.

**Board of Aldermen Elections:** Aldermen are elected for two-year terms on a rotating basis. For more information, contact the City Clerk’s office at 636-327-

5101.

**Board of Aldermen Meetings:** Meetings are held the second and fourth Wednesdays of each month at 6:00 p.m. in the Council Chambers at City Hall located at 310 W. Pearce Blvd. All meetings are open to the public and a portion of each meeting is set aside for public participation and comments. Meeting agendas are in the lobby of City Hall, or on the City website [www.wentzvillemo.org](http://www.wentzvillemo.org).

**Board of Appeals:** This Board hears and decides appeals of orders, decisions or determinations made by the Building Commissioner relative to the application and interpretation of the adopted building codes. The board of appeals shall be appointed by the governing body and shall hold office at its pleasure. The board shall adopt rules of procedure for conducting its business including meeting times, dates, rules of order, etc. Matters heard by this body resulting in an appeal of the Building Code Board of Appeals shall be referred to the circuit court. Please contact the Community Development Department, Building Division at 636-327-5102.

**Boards & Commissions:** The City of Wentzville has a number of advisory boards and commissions comprised of volunteers from within the community who serve without compensation. Generally, these Boards and Commissions make recommendations to the Mayor and Board of Aldermen regarding actions and policies affecting municipal government, City departments and the community. Citizens who desire to serve on a City board or commission may apply by contacting the Mayor's office at 636-332-5101 or by completing a Boards and Commissions Application Form, which is located on the City's website [www.wentzvillemo.org](http://www.wentzvillemo.org) , and forwarding it to the Mayor's office.

**Building Code Administration:** The City conducts all inspections using the 2009 International Building Code and the 2009 International Residential Code as adopted by City ordinance. For more information on building codes and standards, please contact the Community Development Department, Building Commissioner at 636-639-2040.

**Building Permits:** A building permit is required for any structure attached to your home (i.e. decks, carports, room additions, patio covers, and garages) or for a detached garage or a shed with more than 120 sq. ft. Driveways, fences, swimming pools, and basement finishes also require permits. For more information, contact Community Development Department, Building Division at 636-327-5102.

**Building Plan Review:** For information contact the Community Development Department, Building Division at 636-327-5102.

**Building Inspections:** To schedule an inspection please contact the Public Works Facility at 636-327-5102.

**Business License:** For business license requirements, contact the City Clerk's office at 636-327-5101.

## C

**Cable Television:** For billing inquiries and information regarding cable installation or repair, contact Charter Communication at 1-800-892-2947.

**Capital Improvements:** To find out when public improvements such as street construction, sewers, park improvements, etc. are scheduled or if you have questions about a current project contact the Public Works Facility at 636-327-5102.

**Census:** 2010 Census for Wentzville is 29,070. For questions contact the Community Development Department at 636-639-2032.

**CERT:** See *"Emergency Management Office."*

**Chamber of Commerce:** To reach the Wentzville Chamber of Commerce contact them at 113 E. Pearce Blvd., Wentzville, MO 63385 or 636-327-6914 or [www.wentzvillechamber.com](http://www.wentzvillechamber.com)

**Child Abuse:** To report child abuse or neglect contact the Wentzville Police Department at 636-327-5105 or the Child Abuse Hotline at 1-800-392-3738 (voice) or 1-800-669-8689 (TDD).

**Child Care Licensing:** State of Missouri licenses are required for In-home or other child care facilities caring for more than four children. For more information on the state licensing procedure, please call 573-751-2450. In addition to the state license, providers caring for more than four children require a facility inspection and an occupation license from the City of Wentzville. More information may be obtained by contacting the Community Development Department, Planning and Zoning Division at 636-639-2032.

**Child Restraint, Automobiles:** All children 8 years or 80 lbs. or younger must be

properly restrained in an approved child restraint seat. Failure to restrain a child may result in a fine. To report a child restraint violation, please contact the Wentzville Police Department at 636-327-5105.

**Chipper Program:** The City provides a Chipper Program in both the spring and fall so residents can easily dispose of trimmings from trees and shrubs. All branches to be picked up should be placed at the curb by Monday of that week. Limbs should be 8 inches or less in diameter. Residents should not tie bundles; and if bags are used, only biodegradable bags will be accepted, not plastic bags. Leaves or grass clippings are not included in this pick up and will not be accepted. All materials not placed at the curb line or that have greater than an 8 inch diameter will not be accepted. After the spring pickup, the next scheduled limb and brush pickup won't be until this fall. Storms that cause significant tree damage, however, could generate extra tree and limb pickups. If you have questions about the Chipper Program, you can call the Public Works Facility at 636-327-5102.

**City Clerk:** Maintains the official city records. For information contact 636-327-5101.

**City Construction Projects:** For information on City (public) construction projects contact the Public Works Facility at 636-327-5102.

**City Hall:** Is located at 310 W. Pearce Blvd. Hours of operation are Monday through Friday, 8:00am-5:00pm (except posted holidays). Phone 636-327-5101.

**City Information:** For general information on your city government, referrals to appropriate departments and personnel, and the answers to any questions not found in this guide, call City Hall at 636-327-5101 or visit the City's website at [www.wentzvillemo.org](http://www.wentzvillemo.org).

**City Property:** For information about city land acquisitions or land inventory, call the Community Development Department, Planning and Zoning Division at 636-639-2032.

**City-wide Cleanup:** There is an annual free large-item pickup for all Wentzville residents in the Spring and Fall. For information on restricted items contact the Public Works Facility at 636-327-5102.

**Code/Enforcement Violations:** To report property maintenance code violations, including weeds, uncontained trash or inoperable/unlicensed vehicles, contact the Customer Service Center at 636-639-2121 or email

[customerservice@wentzvillemo.org](mailto:customerservice@wentzvillemo.org).

**Cooling Centers:** Periodically, due to extended extreme weather conditions the City in cooperation with local businesses or churches will establish local cooling centers to provide temporary relief of those weather conditions until more permanent arrangements can be made by the resident. Please contact Wentzville City Hall 636-327-5101 or the Wentzville Police Department at 636-327-5105 for information on established site locations.

**Commemorative Tree Program:** Enhance your memory of a special event or person through dedicating a living tree memorial. The Wentzville Parks and Recreation Department will plant a tree, provide you and/or the recipient of your donation a letter, description, location of your special tree and a commemorative plaque in the recreation center. An application is available at the Wentzville Parks and Recreation Department, 968 Meyer Road, or call 636-332-9236 or 636-327-7665.

**Community Development:** For information contact the Community Development Department at 636-639-2032.

**Complaints/Concerns:** If you have a complaint or a concern about City services, Code Enforcement issues or operations, contact the Customer Service Center at 636-639-2121 or email [customerservice@wentzvillemo.org](mailto:customerservice@wentzvillemo.org).

**Comprehensive Plan:** A City plan indicating history, demographics, and policy statements, goals & objectives, maps, data related to the growth and development of the City. For questions contact the Community Development Department, Planning and Zoning Division at 636-639-2032.

**Concert in the Park:** For information, contact the Wentzville Parks and Recreation Department at 636-332-9236 or 636-327-7665.

**Construction Hours:** Pursuant to City Ordinance construction work may take place between 6:00am to 9:00pm, Monday-Friday and 8:00am to 5:00pm, on weekends. Concerns regarding violations of this ordinance should be forwarded to the Customer Service Center at 636-639-2121.

**County Fair:** St. Charles County Fair is held at Rotary Park in Wentzville the last full week of July every year. Go to [www.stcharlescofair.org](http://www.stcharlescofair.org) for more information.

**Court Cases:** If you have a question regarding a court case being heard in the City's Municipal Court or questions regarding Municipal Court dates, contact the

Wentzville Court Clerk's office at 636-327-5141.

**Crime Prevention:** Contact the Wentzville Police Department at 636-327-5105 or the Crime Tip Hotline at 636-639-2180.

**Criminal History:** For questions about or a copy of your criminal history, contact the Missouri State Highway Patrol at 573-526-6153. To obtain a local history, contact the Wentzville Police Department at 636-327-5105.

**Customer Service Center:** If you have a complaint or a concern about City services, Code Enforcement issues or operations, contact the Customer Service Center at 636-639-2121 or email [customerservice@wentzvillemo.org](mailto:customerservice@wentzvillemo.org) or [www.wentzvillemo.org](http://www.wentzvillemo.org).

# d

**D.A.R.E. Program:** The Wentzville Police Department teaches a Drug Abuse Resistance Education (D.A.R.E.) program to all 5th graders in Wentzville Elementary Schools. For more information, contact the D.A.R.E. unit at 636-327-5105.

**Dead Domestic Animals:** When you find dead dogs or cats on the street, contact Animal Control at 636-327-5105.

**Dead Wild Animals:** Neither Animal Control officers nor Public Works Employees remove dead animals from private property. Residents are asked to place animals small enough into plastic bags or wrap and discard them in their curbside trash. For dead animals found in the street please contact Public Works Department at 636-327-5102 during normal business hours. After hours and on the weekends contact the Wentzville Police Facility at 636-327-5105.

**Death Certificates:** To obtain a certified copy of a Missouri death certificate, contact St. Charles County Division of Vital Records at 636-949-7400 or [www.scchealth.org/docs/doche/certifica.html](http://www.scchealth.org/docs/doche/certifica.html).

**Decks:** See "*Building Permit.*"

**Demographic Information:** May be obtained through the Community Development Department, Marketing and Business Development division at 636-639-2016.

**Demolition Permits:** *See “Building Permit.”*

**Digging holes in yards:** *See “Missouri Dig Rite.”*

**Disability Information:** Citizens with disabilities who have concerns, suggestions, questions or complaints regarding accessibility to City Facilities and/or to City programs and services should contact City Hall at 636-327-5101.

**Dog Registration:** In the City of Wentzville, only Pit Bull or Pit Bull mix dogs need to be registered with the City. To obtain information please contact City Hall at 636-327-5101.

**Dogs:** The City’s leash law requires dogs, when outdoors, to be kept in an adequately fenced yard or leashed. Annual rabies and distemper shots are required. Animal control officers patrol streets and pick up stray dogs and cats which are then taken to a boarding facility. **The maximum number of dogs allowed is 3 per household.** For more information, contact Animal Control at 636-327-5105.

**Domestic Violence:** The Wentzville Police Department and the State of Missouri have very strict enforcement laws and guidelines regarding adult abuse (domestic violence). You have the right not to be abused. Information and assistance are available through the Wentzville Police Department at 636-327-5105. If it is an emergency, dial 9-1-1.

**Door to Door Sales:** *See “Solicitation.”*

**Drainage:** To report a clogged or broken storm sewer inlet, contact the Public Works Facility at 636-327-5102. If the situation requires emergency assistance after hours or on weekends, please contact the Wentzville Police Department at 636-327-5105.

**Driver’s License:** For more information on obtaining or renewing your driver’s license, contact the Missouri Department of Motor Vehicles at 636-332-5909 or at 807 E. Pearce Blvd. hours of operation are Monday – Friday 9:00am to 5:00pm and Saturday from 9:00am – 1:00pm.

# e

**Easements:** That portion of the yard which provides the City of access for a

specific purpose (i.e., construction, utility installation, etc.). For additional information contact the Public Works Facility at 636-327-5102. *See also “Utility Easements.”*

**Economic Development:** *See “Community Development.”*

**Elections:** For information regarding local, state, and federal elections, contact the St. Charles County Election Authority at 636-949-7550 or [www.sccmo.org](http://www.sccmo.org).

**Electric Line Locations:** For information on the location of electric lines contact 1-800-DIG-RITE (1-800-344-7483) or [www.molcall.com](http://www.molcall.com).

**Electrical Code Administration:** Electrical repairs that may require a permit should be directed to the Community Development Department, Building Division at 636-327-5102.

**Emergency Management Office:** Is responsible for the preparation and implementation of emergency functions required to prevent injury and minimize and repair damage due to disasters, to include emergency management of resources and administration of such economic controls as may be needed to provide for the welfare of the people, and emergency activities. This office also coordinates the Community Emergency Response Team (CERT) and TEEN CERT program, which are a volunteer group that is trained to assist with helping emergency responders after disastrous situations in the community. For more information contact the Wentzville Police Department at 636-327-5105.

**Emergency Services:** Call 9-1-1. The City of Wentzville provides for the safety of the residents and community through two departments, the Wentzville Police Department and the Emergency Services Department. During an emergency, call 9-1-1. These departments offer prevention programs and other services in their respective areas of expertise. Contact them for further information.

**Employment:** The City of Wentzville is an equal opportunity employer, offering a variety of job opportunities. Accommodations have been made for employment of persons with disabilities. Job opportunities are posted on the website, [www.wentzvillemo.org](http://www.wentzvillemo.org) as they are available.

**Environmental Concerns:** For Dumping concerns (chemicals, rubbish, garbage, and etc.) contact the Public Works Facility at 636-327-5102.

**Event Permit:** *See “Special Event Permit.”*

# f

**Facility Rentals:** Four shelters are available for rent in three parks, Progress Park, Fireman’s Park and Rotary Park. Shelters are open to the public when not reserved or posted. Additional rental facilities include: Progress Park Center, a banquet hall that holds up to 225 people, Progress Park gymnasium for basketball, volleyball, etc. and Progress Park swimming pool for parties. Rental information is available through the Wentzville Parks and Recreation Department at 636-332-9236 or 636-327-7665.

**Fair Housing** – For information on the Fair Housing Act, contact 314-539-6583.

**Federal Officials Representing Wentzville:** For information on officials representing Wentzville in the United States Senate and House of Representatives, please contact City Hall at 636-327-5101.

**Fences:** A permit is required to construct a fence. Contact Community Development Department, Building Division at 636-327-5102 or [www.wentzvillemo.org](http://www.wentzvillemo.org).

**Festivals:** For information on city festivals, contact City Hall at 636-327-5101.

**Finished Basement:** See “*Building Permit.*”

**Fire:** To report a fire call 9-1-1.

**Fire Department:** The Wentzville Fire District provides service to Wentzville residents. You may contact them at 636-327-6239 for non-emergency assistance.

**Fire Hydrant Testing:** The City flushes and tests hydrants annually to ensure that adequate fire flows are available. On occasion, your water may appear muddy or yellow in color following hydrant testing. Let the water run for several minutes until it clears. If the problem persists, please contact the Public Works Facility at 636-327-5102.

**Fire Code Inspections:** Contact the Wentzville Fire Protection District at 636-327-6239.

**Fire Investigations:** Contact the Wentzville Police Department at 636-327-5105.

**Fireworks:** Under City Ordinances it is illegal to shoot fireworks within the corporate city limits of Wentzville. Wentzville Parks and Recreation Department host an annual display at Progress Park.

**Fishing Permit:** Fishing is permitted at the Community Club Lake in Rotary Park. Missouri Department of Conservation fishing regulations are enforced. Anyone under 15 years or older than 65 years are not required to have a permit. Specific regulation information may be obtained by contacting the Missouri Department of Conservation at 636-441-4554.

**Flea Market:** The Wentzville Community Club is the sponsor of this event. It is held Sunday mornings at the Wentzville Community Club, 500 West Main Street. For more information call 636-357-4328 or [www.wentzvillefleamarket.org](http://www.wentzvillefleamarket.org).

**Flooding:** Contact the Public Works Facility at 636-327-5102.

**Flood Plain Information:** To find out if a property lies within the flood plain, contact the Community Development Department, Planning and Zoning Division at 636-639-2032.

**Fuel Storage Tanks:** If you have questions regarding fuel storage fuels contact the Public Works Facility at 636-327-5102.

**Fun Times Brochure:** The brochure is delivered three times per year to all city resident homes which includes information on Wentzville Parks and Recreation Department programs, facilities and memberships.

**g**

**Garage Sale Sign Permits:** Garage Sale Sign Permits may be obtained from City Hall or Utility Service Center. Two sign permits per address are allowed per year. For more information, contact City Hall at 636-327-5101.

**Garbage Collections:** See “Solid Waste.”

**G.I.S.:** (Geographic Information System) The City’s interactive map software which can be accessed on the Wentzville website at [www.wentzvillemo.org](http://www.wentzvillemo.org).

Questions on use, operation, data and layers can be answered by calling G.I.S. Coordinator, within the Community Development Department at 636-639-2033.

**Grading & Excavation Permit:** See *“Land Disturbance Permits.”*

**Grease Traps:** Associates of Commercial Food vendors grease traps are required to be inspected bi-annually. For information contact the Public Works Facility at 636-327-5102.

**Green Lantern Senior Center:** Located at 506 S. Linn Street is operated by Mid-East Area Agency on Aging through the Older American’s Act. Meals are served Monday through Friday at approximately 11:30 am for participants 60 years and older. Home delivered meals, activities and transportation are available. Additional information may be obtained by contacting the Green Lantern at 636-327-8720.

# *h*

**Hazardous Materials:** Find out if material is hazardous by calling St. Charles County Health and Environment at 636-949-7415.

**Hazardous Materials Spills:** All hazardous materials spills must be reported to the Wentzville Police Department at 636-327-5105.

**Hazardous Waste Disposal:** St. Charles County offers free Household Hazardous waste disposal drop-offs for residents call 636-949-7415 or visit [www.scchealth.org](http://www.scchealth.org) for details.

**Health:** For questions or concerns, contact the St. Charles County Department of Health and Environment at 636-949-7400 or visit [www.scchealth.org](http://www.scchealth.org).

**Holiday Night Lights:** Annual drive through light display beginning the day after Thanksgiving features a multitude of animated and still light displays from snowmen to Mr. and Mrs. Claus on motorcycles, “12 days of Christmas”, elves on skis, polar bears, igloos, etc. Dates and times are available through the Wentzville Parks and Recreation Department at 636-332-9236 or 636-327-7665.

**Holiday Tree Lighting:** The City has an annual Holiday Tree Lighting and parade.

Contact City Hall at 636-327-5101 or [www.wentzvillemo.org](http://www.wentzvillemo.org).

**Homeowners Association (HOA):** A community association which is organized within a development operating under a recorded land agreement, in which individual owners share common interests and responsibilities for open space, landscaping, or facilities. For a listing of HOA's or for information contact City Hall at 636-327-5101.

**Home Occupation License:** Contact City Hall at 636-327-5101.

**Homestead Preservation Tax Credit:** Contact the St. Charles County Assessor office at 636-949-7425 or Mid East Area on Aging at 1-800-243-6060.

**House Numbers:** City code requires the address be shown on each house or building. The numbers should be of contrasting color, three or four inches in height, and readily visible from the street.

**Hydrants:** See *"Fire Hydrant Testing."*

**i**

**Illegal Dumping:** Report concerns by contacting the Customer Service Center at 636-639-2121 or email [customerservice@wentzvillemo.org](mailto:customerservice@wentzvillemo.org) to report dumping in progress call 636-327-5105.

**Information, Inquiries or Referrals:** If you have a question but are unable to find the answer, contact City Hall at 636-327-5101.

**Inspections:** For electrical, plumbing, mechanical or building inspections contact the Community Development Department, Building Division at 636-327-5102.

**Irrigation/Sprinkler systems:** See *"Backflow Protection."*

**j**

**Junk Vehicles:** Contact the Customer Service Center 636-639-2121 or email [customerservice@wentzvillemo.org](mailto:customerservice@wentzvillemo.org).

**July 4th:** The City generally has activities and events. For more information contact the Wentzville Parks and Recreation Facility at 636-332-9236 or 636-327-7665; or by visiting the City's website at [www.wentzvillemo.org](http://www.wentzvillemo.org).

**k**

**l**

**Land Use:** If you need information on the Comprehensive Land Use Plan, local development trends, demographic or census information contact the Community Development Department at 636-639-2032.

**Landfill:** The City of Wentzville does not operate a landfill facility. For additional information refer to "Landfills" in your local Yellow Pages.

**Land Disturbance Permits:** May be required for all grading in addition to a building permit. For more information, contact the Public Works Facility at 636-327-5102.

**Leash Law:** All dogs and cats must be restrained either by a leash, chain or within a fenced area. For more information on Wentzville's leash law, contact City Hall at 636-327-5101.

**Library:** The St. Charles County Library district has 2 sites in Wentzville. The Corporate Parkway Branch is located at 1200 Corporate Parkway 636-327-4010, and Discovery Village Branch at 378 Shadow Pines Drive 636-332-6476.

**License Tags:** For more information regarding a license tag for your vehicle, contact the Missouri Department of Revenue or the Local License Bureau at 636-332-5909.

**Licenses:** See "*Specific license title.*"

**Liquor License:** Liquor license application may be obtained from the City Clerk's office at 636-327-5101.

# m

**Manhole Lids/Damaged or Missing:** Damaged or missing water, sewer or storm water catch basin lids pose a danger. Please report any missing or damaged lids by calling the Customer Service Center at 636-639-2121 or email [customerservice@wentzvillemo.org](mailto:customerservice@wentzvillemo.org).

**Maps and Aerial Photos:** To review maps and aerial photos contact the G.I.S. Coordinator within the Community Development Department at 636-639-2033.

**Marriage License:** For information on how to obtain a marriage license contact the St. Charles County Recorder of Deeds office at 636-949-7400.

**Mary Martha:** Provides clothing at very low cost to anyone. Located at 9 West Koenig or by calling 636-327-7848.

**Mechanical Code:** “*See Building Code Administration.*”

**Missouri Dig Rite:** Any time you dig in your yard you must call Missouri Dig Rite to locate underground utilities. To arrange for the free service contact 1-800-344-7483 or set up an appointment at [www.mo1call.com](http://www.mo1call.com).

**Missouri Tax Credit:** Mid East Area on Aging 1-800-243-6060.

**Movies In The Park:** The Wentzville Parks and Recreation Department hosts free movies at the amphitheater located in Rotary Park. Movie start times vary dependent upon daylight hours. Additional information may be obtained by calling 636-332-9236 or 636-327-7665.

**Mud on streets:** Contact the Customer Service Center at 636-639-2121 or email [customerservice@wentzvillemo.org](mailto:customerservice@wentzvillemo.org).

**Municipal Court Clerk:** To contact the Municipal Court Clerk call 636-327-5141.

# n

**National Night Out:** The City of Wentzville celebrates National Night Out along

with 15,000 communities annually on the first Tuesday in August? National Night Out is designed to strengthen neighborhood spirit and generate support for local anticrime programs. For further information, contact the Wentzville Police Department at 636-327-5105.

**Neighborhood Concerns:** If the problem relates to property maintenance, please contact the Community Development Department, Building Division at 636-327-5102. For other issues, contact the City Administrator’s office at 636-327-5101.

**Neighborhood Watch Programs:** For more information on this program, contact the Wentzville Police Department at 636-327-5105.

**No Parking Zones:** To request parking restrictions (or changes in existing restrictions) on City streets, contact the Wentzville Police Department at 636-327-5105.

**Noise Complaints:** For all noise complaints, please contact the Wentzville Police Department at 636-327-5105.

# O

**Ordinances:** All City ordinances are now posted on the City’s web site and can be read by going to [www.wentzvillemo.org](http://www.wentzvillemo.org). For more information contact the City Clerk’s Office at 636-327-5101.

# p

**Parade Permit:** See “*Special Event Permit.*”

**Parks: Parks Hours:** Parks shall be open to the public every day of the year during designated hours. The opening and closing hours for each individual park are as follows:

Bicentennial Park	7:00am - 11:00pm
Fireman’s Park	7:00am - 11:00pm
Green Lantern Park	7:00am - Dusk*
Memorial Park	7:00am - Dusk*
Progress Park	6:00am - 11:00pm Monday – Friday

8:00am - 9:00pm Saturday  
12:00pm - 8:00pm Sunday  
Rotary Park 7:00am - 11:00pm

\*Dusk is considered to be 8:00pm from April 1st - September 30th and 5:00pm for October 1st - March 31st for Green Lantern Park and Memorial Park. Progress Park Recreation Center may remain open until Midnight for rentals, the park amenities will close at 11:00pm.

**Park Board:** The Wentzville Park Board meets the first Monday of each month at City Hall, 310 W. Pearce Blvd., for more information contact the Wentzville Parks and Recreation Department at 636-332-9236 or 636-327-7665.

**Park Facility Rentals:** See *“Facility Rentals.”*

**Parking and Moving Violation Tickets:** Parking tickets may be paid in person at the Municipal Court. If you have a question about a parking or moving violation ticket contact the Municipal Court Clerk’s office at 636-327-5141.

**Park Regulations:** The rules and regulations which govern activities in Wentzville parks were established to provide a safe and wholesome recreational environment. If you have questions regarding the park regulations or would like to receive a copy, contact the Wentzville Parks and Recreation Department at 636-332-9236 or 636-327-7665.

**Park Volunteer Programs:** For more information on volunteer opportunities and programs offered by the Wentzville Parks and Recreation Department, please call 636-332-99236 or 636-327-7665.

**Parks:** If you have questions about park locations or facilities in the City, contact the Wentzville Parks and Recreation Department at 636-332-9236 or 636-327-7665.

**Pavement Cuts:** Contact the Public Works Facility at 636-327-5102.

**Permits:** See *“specific permit title.”*

**Picnic Shelter Reservations:** See *“Facility Rentals.”*

**Pirate Festival:** The St Louis Pirate Festival is held in the fall at Wentzville’s Rotary Park. It starts on the Saturday after Labor Day and runs for three weekends on Saturday and Sunday from 10:00am – 6:00pm. More information can be

obtained by visiting the website [www.stlpiratefest.com](http://www.stlpiratefest.com) or by calling 636-928-4141.

**Planning and Zoning Commission:** The Wentzville Planning and Zoning Commission meets the 1<sup>st</sup> Thursday of each month at City Hall, 310 W. Pearce Blvd. The nine member commission members are appointed to a 4-year term to review land use requests in the City. For more information contact the Community Development Department, Planning and Zoning Division at 636-639-2032.

**Plumbing Code:** See *“Building Code Administration.”*

**Police:** For emergency service call 9-1-1. For non-emergencies please call 636-327-5105. To request police reports, contact the Wentzville Police Department at 636-327-5105.

**Police, Community Affairs:** For information regarding crime prevention, Neighborhood Watch, D.A.R.E. and school liaison, contact 636-327-5105.

**Police Conduct:** To commend a police officer or file a complaint regarding the conduct of a police officer, please contact the Wentzville Police Department at 636-327-5105.

**Police Dispatch:** To contact Police Dispatch, call 636-327-5105.

**Police, General Information:** For general information regarding the Wentzville Police Department or to have your calls directed to the appropriate division contact 636-327-5105.

**Police Reports:** Reports are generally available from the Wentzville Police Department 7-10 days after an incident occurs. You may obtain a copy of a report at the Wentzville Police Department at 1019 Schroeder Creek Blvd. between the hours of 7:00am-5:00pm, Monday through Friday. For more information call 636-327-5105.

**Police, Traffic:** For information regarding traffic enforcement or accident investigation contact the Wentzville Police Department at 636-327-5105.

**Pollution:** Contact the Public Works Facility at 636-327-5102.

**Population:** According to the 2010 US Census Wentzville’s population was 29,070.

**Postal Service:** The Wentzville branch of the US Post Office is located at 210 E. Allen Street. For more information call 1-800-275-8777.

**Potholes:** Contact the Customer Service Center at 636-639-2121 or email [customerservice@wentzvillemo.org](mailto:customerservice@wentzvillemo.org).

**Progress Park Center:** The banquet hall located in Progress Park, holds 225 people seated at round tables, has kitchen facilities, dance floor and is available for rental, for additional information please contact the Wentzville Parks and Recreation Department at 636-332-9236 or 636-327-7665.

**Progress Park Pool:** 300' Spiral Slide, diving well and separate baby pool. Concessions available and private parties are available upon request. For more information contact the Wentzville Parks and Recreation Department at 636-332-9236 or 636-327-7665.

**Property, Lost or Recovered:** For information on property recovered by the Wentzville Police Department please call 636-327-5105.

**Property Maintenance Codes:** The International Property Maintenance Code covers exterior and interior property maintenance issues such as tall grass, trash and debris etc. Contact the Community Development Department, Building Division at 636-327-5102 or the Customer Service Center at 636-639-2121 if you have a concern.

**Property Taxes:** For information regarding your property assessment, (both real estate and personal) contact the St. Charles County Assessor's Office at 636-949-7400.

**Prosecutor:** The City Prosecutor does not maintain an office in City Hall. For questions regarding municipal tickets or court cases, please contact the Municipal Court Clerk's office at 636-327-5141.

**Public Works Facility:** Is located at 200 E. Fourth Street. Hours of operation are Monday-Friday from 7:30am – 5:00pm (except posted holidays). Phone 636-327-5102 or 636-332-5102. City functions at this location include:

The Community Development Department comprised of:

- Planning and Zoning Division
- Building Division
- Marketing and Business Development Division

The Public Works Department comprised of:

- Engineering Division
- Water Division
- Sewer Division
- Street Division, and
- Vehicle Maintenance Division

**Public Hearings:** Public hearings are required by law on a variety of issues. Notices of upcoming public hearings are published in a local newspaper and on the City’s website for Board of Aldermen agenda and Planning and Zoning Commission agenda.

**Purchasing:** For information on bidding supplies and services that the City procures, call the Utility Service Center at 636-639-2155 or [www.wentzvillemo.org](http://www.wentzvillemo.org)

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**Rabies & Stray Dog Control:** The leash law requires dogs and cats, when outdoors, to be kept in a fenced yard or leashed. Annual rabies shots for both dogs and cats are required, and can be obtained through your private veterinarian. Animal Control officers patrol streets and pick up stray dogs and cats, which are taken and housed at the Animal Talk Medical Center located at 12678 Veterans Memorial Parkway in Wentzville, 636-332-5900. For more information contact Animal Control at 636-327-5105.

**Rainout Information, Ball Games and Other Recreational Programs:** For recorded information, call 636-639-2192.

**Records, City:** For information on official City records contact the City Clerk’s office at 636-327-5101.

**Recreation Facility:** Wentzville Parks and Recreation Facility is located at 968 Meyer Road and consists of a fitness area, gymnasium, indoor walking track and outside swimming pool. For information regarding youth and adult programs and

activities offered by the Wentzville Parks and Recreation Department, please call 636-332-9236 or 636-327-7665 or go to [www.wentzvillemo.org](http://www.wentzvillemo.org).

**Recycling:** The City offers single stream curbside recycling in conjunction with the Solid Waste collection services under contract. For information, contact the Public Works Facility at 636-327-5102. Also a complete Solid Waste Guide is available on the City's website at [www.wentzvillemo.org](http://www.wentzvillemo.org).

**Renaissance Faire:** The Greater St. Louis Renaissance Faire is held in the spring at Wentzville's Rotary Park. It starts on the Saturday after Mother's Day and runs for four weekends on Saturday and Sunday thru Memorial Day from 10:00am – 6:00pm. More information can be obtained by visiting the website [www.stlrenfaire.com](http://www.stlrenfaire.com) or by calling 636-928-4141.

**Rental of Park Facilities:** See "*Facility Rentals.*"

**Reporting a Crime:** In order to report a crime to the Wentzville Police Department, the offense must have occurred within the Wentzville city limits. Please call 636-327-5105. In case of an emergency situation, dial 9-1-1.

**Restaurant/Health Inspections:** For information, contact the St. Charles County Health Department at 636-949-7558.

**Right-of-Way:** Refers to property dedicated for public use and access, typically associated with area occupied by public streets and sidewalks. For more information, contact the Public Works Facility at 636-327-5102.

**Risk Management:** If you are involved in an accident with a city vehicle, please contact the City Clerk's office at 636-327-5101.

**Road Conditions:** For travel information and the condition of major highways, call the State Highway Patrol at 1-800-222-6400 or at [www.mshp.dps.missouri.gov/MSHPWeb/Root/index.html](http://www.mshp.dps.missouri.gov/MSHPWeb/Root/index.html).

# S

**Scholarship Program:** The Wentzville Parks and Recreation Department provides an opportunity for children to participate in recreation programs. This program is available to economically disadvantaged families residing within the City limits of Wentzville. Additional information may be obtained by contacting The Parks and

Recreation Department at 636-332-9236 or 636-327-7665.

**School District:** Wentzville residents are served by the Wentzville School District and Fort Zumwalt School District (White Fence etc.). For more information on the public school system, please contact the Wentzville R-IV District Administration Office at 636-327-3800 or Fort Zumwalt District Administration Office at 636-272-6620.

**Season Passes, Swimming Pool:** For information, contact the Wentzville Parks and Recreation Department at 636-332-9236 or 636-327-7665.

**Seat Belts:** Missouri law requires that all front seat passengers and the driver must be in appropriate seat belt restraints while the motor vehicle is in operation. To report seat belt violations contact the Wentzville Police Department at 636-327-5105.

**Senior Activities:** For more information on senior activities and programs for a calendar of events, please contact the Wentzville Parks and Recreation Department at 636-327-7665, 636-332-9236 or Green Lantern 636-327-8720.

**Severe Storm Warning:** In the event of a severe storm (tornado) the City's warning sirens will be activated. These sirens are also activated for monthly testing, usually on the 1<sup>st</sup> Monday at 9:00am. For more information on preparing your home and family for a severe storm, contact the Wentzville Emergency Management Department at 636-327-5105.

**Sewer Back Up/Stopage:** If you experience a sewage backup or stopage Monday-Friday between 8:00am-5:00pm contact the Public Works Facility at 636-327-5102. After hours or on weekends, please contact the Public Works Facility at 636-327-5102 or the Wentzville Police Department at 636-327-5105.

**Sewer Billing Issues:** For information on how the City bills sewer charges, please contact the Utility Billing Division at 636-639-2155.

**Sewer Line Locations:** For information about the location of an existing sanitary sewer line, please contact 1-800- DIG-RITE (1-800-344-7483) or [www.molcall.com](http://www.molcall.com)

**Sewer Odors:** If you notice unusual odors coming from the sewer lines contact the Public Works Facility at 636-327-5102.

**Sidewalks:** To report trip hazards or other sidewalk repair needs, please contact the

Customer Service Center at 636-639-2121 or email [customerservice@wentzvillemo.org](mailto:customerservice@wentzvillemo.org).

**Sight Obstructions:** To report trees or objects that obstruct motorists' line of sight at intersections, contact the Customer Service Center at 636-639-2121 or email [customerservice@wentzvillemo.org](mailto:customerservice@wentzvillemo.org).

**Sign Ordinance:** The City's Code regulates the size, number, location, structural design, construction and maintenance for signs visible from public right-of-way. To report violations or for information contact the Community Development Department, Planning and Zoning Division at 636-639-2032.

**Sign Permits:** For information regarding permits for installation of or changes to private signs, contact the Community Development Department, Planning and Zoning Division at 636-639-2032.

**Snow Removal:** The City's snow removal policy provides for the clearing of all main traffic thoroughfares first, followed by residential streets and then cul-de-sacs. Wentzville City Code also requires snow and ice to be removed from sidewalks by any person owning, leasing, renting or occupying any lots or any real estate along which a sidewalk is constructed.

**Soccer:** For more information on youth soccer programs, contact the Wentzville Parks and Recreation Department at 636-332-9236 or 636-327-7665.

**Social Security Administration:** You can contact the Social Security Office at 1-800-772-1213 or at [www.ssa.gov](http://www.ssa.gov).

**Softball Leagues:** For information, including rainout information, contact the Wentzville Parks and Recreation Department Hotline at 636-639-2192 or 636-332-9236 or 636-327-7665.

**Solicitation:** Licensing is required for door-to-door solicitation. For information on soliciting within the City, please contact the City Clerk's office at 636-327-5101. To report suspicious or unlicensed solicitors contact the Wentzville Police Department at 636-327-5105.

**Solid Waste Collection:** The City of Wentzville provides trash collection for residents. For information contact the Utility Service Center at 636-639-2155 or the Public Works Facility at 636-327-5102. For all other Commercial trash collection, consult the phone book for haulers in your area.

**Solid Waste:** To register a concern or concerns regarding your residential trash service contact the Customer Service Center at 636-639-2121 or email [customerservice@wentzvillemo.org](mailto:customerservice@wentzvillemo.org). For questions or complaints concerning your residential trash service, contact the Utility Service Division at 636-639-2155 or the Public Works Facility at 636-327-5102.

**Special Events Permit:** A permit issued by the City Clerk's Office in association with other City Departments as applicable, for the temporary short term use of land or structures, held outside of a building anywhere in the City primarily for public entertainment, amusement, or fund raising opportunities, such as picnic's, festivals, concerts, barbecues, or uses of similar nature. For additional information, contact the City Clerk's office at 636-327-5101.

**Speed Limits:** For information about existing speed limits, or to propose speed limit changes, contact the Wentzville Police Department at 636-327-5105.

**State Officials Representing Wentzville:** For information on elected officials representing Wentzville in the Missouri Senate and House of Representatives, contact the City Clerk's office at 636-327-5101 or visit the web at [www.senate.mo.gov](http://www.senate.mo.gov).

**Storm Water Problems:** To report problems contact the Customer Service Center at 636-639-2121 or email [customerservice@wentzvillemo.org](mailto:customerservice@wentzvillemo.org). In the event of an emergency situation after hours, please contact the Wentzville Police Department at 636-327-5105. For information visit [www.wentzvillemo.org](http://www.wentzvillemo.org).

**Street Closures:** For information about streets closed due to construction, contact the Public Works Facility at 636-327-5102. For permission to close a street for block parties, festivals, etc. contact the Wentzville Police Department at 636-327-5105.

**Street Construction:** For information about current or future street construction projects, contact the Public Works Facility at 636-327-5102.

**Street Lighting:** To request a new street light or to report a streetlight that is malfunctioning, contact the Public Works Director's Office at 636-639-2049.

**Street Maintenance:** To report potholes or other street repair needs, contact the Customer Service Center at 636-639-2121 or [customerservice@wentzvillemo.org](mailto:customerservice@wentzvillemo.org).

**Street Signs:** To report missing or damaged street signs and traffic signs, contact the Customer Service Center at 636-639-2121 or [customerservice@wentzvillemo.org](mailto:customerservice@wentzvillemo.org).

**Subdivision:** The division or resubdivision of land as regulated by the Wentzville City Code. Contact the Community Development Department, Planning and Zoning Division at 636-639-2032.

**Subdivision Improvements:** If you need information about street paving, storm water, sewers or water lines for a new subdivision, contact the Public Works Facility at 636-327-5102.

**Surveyors:** The City of Wentzville does not perform surveys on private property. For a survey of private property lines, consult the phone book.

**Swimming Lessons:** See *“Swimming Pool, Public.”*

**Swimming Pool, Public:** The Wentzville Aquatic Center, located within Progress Park is open from Memorial Weekend to Labor Day each year. For hours of operation, information on season passes or swimming lessons contact the Wentzville Parks and Recreation Department at 636-332-9236 or 636-327-7665.

**Swimming Pool, Private:** For information on Permits and the requirements governing swimming pool installation, both in-ground and above-ground, contact the Community Development Department, Building Division at 636-327-5102.

## *t*

**Tall Grass:** For improved lots tall grass cannot exceed 8” tall and for vacant lots, tall grass cannot exceed 12”. Contact the Customer Service Center at 636-639-2121 or email [customerservice@wentzvillemo.org](mailto:customerservice@wentzvillemo.org) to report concerns.

**Taxes:** See *“Property Tax.”*

**Tennis Courts:** Courts are located at Fireman’s Park at 203 W. Pearce Blvd. For more information, contact the Wentzville Parks and Recreation Department at 636-332-9236 or 636-327-7665.

**Tennis Lessons:** For information regarding tennis lessons contact the Wentzville Parks and Recreation Department at 636-332-9236 or 636-327-7665.

**Traffic Accidents/Violations:** For questions regarding a traffic accident or

violation, contact the Wentzville Police Department at 636-327-5105.

**Traffic Enforcement:** If you are experiencing a traffic-related problem, contact the Wentzville Police Department at 636-327-5105.

**Traffic Fines:** To determine a fine amount for a traffic violation, contact the Municipal Court Clerk's office at 636-327-5141.

**Traffic Signals:** To report a traffic signal that is not working, contact the Public Works Facility at 636-327-5102 or after business hours contact the Wentzville Police Department at 636-327-5105.

**Tree Recycling:** The City provides curbside Christmas tree recycling after December 25<sup>th</sup> each year or bring your tree to Progress Park; however it must be cleaned of all tinsel, ornaments, etc. Dates are available annually in the City's Vision Newsletter or may be obtained by contacting the Public Works Facility at 636-327-5102.

**Trees (on street right-of-way):** To report dead trees or large limbs down on City right-of-way contact the Public Works Facility at 636-327-5102. After hours and on weekends, contact the Wentzville Police Department at 636-327-5105.

**Trees/Shrubs (obstructing view):** To report a tree or shrub that is obstructing traffic view, contact the Customer Service Center at 636-639-2121 or email [customerservice@wentzvillemo.org](mailto:customerservice@wentzvillemo.org).

**Trespassing:** To report a trespassing violation, contact the Wentzville Police Department at 636-327-5105.

## *u*

**Utilities:** Water, solid waste and sewer services are provided by the City of Wentzville. For water, solid waste and sewer service contact the Utility Service Center at 636-639-2155, City Hall at 636-327-5101 or the Public Works Facility at 636-327-5102. For electric service, contact AmerenUE at 1-800-552-7583 or Cuivre River at 1-800-392-3709. For gas service contact Ameren UE 1-800-552-7583 or Laclede Gas at 1-800-887-4173. For cable television, contact Charter Communications at 1-888-438-2427. For telephone service contact CenturyLink at 1-800-201-4099.

**Utility Easements:** For information about the location of utility easements, contact the Public Works Facility at 636-327-5102.

**Utility Line Locations:** Before digging, you should know the location of water and sewer lines, electric lines, gas lines, cable television lines and telephone cables lines. For assistance, call 1-800-DIG-RITE (1-800-344-7483) or go to [www.molcall.com](http://www.molcall.com).

**Utility Service Center:** Is located at 5 W. Pearce Blvd. Hours of operation are Monday-Friday 8:00am to 5:00pm. Phone 636-639-2155. Divisions located in the building include: Utility Billing, Purchasing, Finance and Information Technology. Services available at this location include new customer setup for water, sewer and trash and city utility payments. We offer a drive-up payment window, night drop and pay in person services at this location.

## V

**Vacation House Watch Program:** The Wentzville Police Department provides a house watch program for local residents. Officers will conduct drive by observations when possible and will respond if there is any unusual activity reported. To participate in the program, contact 636-327-5105.

**Vacating Land:** If you think a street, alley, right-of-way or easement dedicated for drainage and/or utility purposes is no longer needed and want to know the process for “vacating” this property so it reverts to private use, contact the Public Works Facility at 636-327-5102.

**Variance:** For information on applying for a zoning variance, contact the Community Development Department, Planning and Zoning Division at 636-639-2032.

**Vandalism, Park Facilities:** To report vandalism or other required repairs in the City’s public parks, please contact the Wentzville Parks and Recreation Department at 636-332-9236 or 636-327-7665. If in progress call 9-1-1.

**Vehicles, Impounded:** Contact the Wentzville Police Department at 636-327-5105.

**Village Center Area:** For more information contact Wentzville Downtown Business Association at 636-332-9185.

**Volleyball:** Contact the Wentzville Parks and Recreation Department at 636-332-9236 or 636-327-7665.

**Volunteers:** See *“Emergency Management,”* or *“Boards & Commissions.”* Volunteer opportunities are available through the Wentzville Parks and Recreation Department. If you want to be a volunteer contact the City Clerk’s office at 636-327-5101.

**Voter Registration:** Wentzville residents may register to vote at City Hall, the Utility Service Center or any Public Library. For more information call 636-327-5101.

# W

**Warming Centers:** Periodically, due to extended extreme weather conditions the City in cooperation with local businesses or churches will establish local warming centers to provide temporary relief of those weather conditions until more permanent arrangements can be made by the resident. Please contact Wentzville City Hall 636-327-5101 or the Wentzville Police Department at 636-327-5105 for information on established site locations.

**Warrants:** For information regarding outstanding warrants issued by the City of Wentzville Municipal Court call the Municipal Court Clerk’s office at 636-327-5141.

**Waste:** See *“Solid Waste, recycling or yard waste.”*

**Water, Discolored:** Occasionally as a result of fire hydrant flushing or construction work in your neighborhood, your water may appear muddy or yellow in color. Let your water run for several minutes until it clears. If the problem persists, please contact the Public Works Facility at 636-327-5102. After hours please call the Public Works Facility at 636-327-5102 or the Wentzville Police Department at 636-327-5105.

**Water Districts:** See *“Utilities.”*

**Water Line Locations:** For information on the location of water mains contact Missouri Dig Rite at 1-800-DIG-RITE (1-800-344-7483) or [www.mo1call.com](http://www.mo1call.com).

**Water Main Leak:** If you see large amounts of water running down the street, bubbling up out of the ground or other evidence of a water leak, please contact the Public Works Facility at 636-327-5102. After hours and on weekends, please contact the Public Works Facility at 636-327-5102 or the Wentzville Police Department at 636-327-5105.

**Water Meter Boxes:** Water meters are housed in meter boxes, which are carefully installed in the ground and covered with a heavy lid to prevent injury. They are weather proof and durable. They can, however be damaged by hard hits to the meter-box lid from lawn mowers, rakes, shovels and other lawn-care equipment. If residents have any questions about their water-meter system, they can contact the Public Works Department, Water Division at 636-327-5102.

**Water Pipes, Frozen:** The water in meters and/or pipes may freeze in sub-zero weather. The Water Department can help only if the meter or water in the main pipe system is frozen. If you think you have a frozen water meter contact the Public Works Facility at 636-327-5102. Consult a plumber if in-home plumbing or the pipe leading from the meter to your home or business is frozen.

**Water Pressure:** If you or your neighbors have no water, or lower pressure than usual, the Water Division may be doing emergency work in your neighborhood. You will be notified prior to scheduled work that would interrupt service with a notice hung on your door. If you have not received notice of service interruption, please contact the Public Works Facility at 636-327-5102.

**Water Quality Questions:** For questions about the quality or chemical content of drinking water refer to the Water Quality Report on our website at [www.wentzvillemo.org](http://www.wentzvillemo.org) or if the water tastes or smells unusual, contact the Customer Service Center at 636-639-2121 or email [customerservice@wentzvillemo.org](mailto:customerservice@wentzvillemo.org). For water quality issues in community streams, contact the Public Works Facility at 636-327-5102.

**Water/Sewer Bills, Payment:** Water/sewer bills may be paid by mail or in person at the Utility Service Center located at 5 W. Pearce Blvd. This location has a convenient drive-up payment window and a drive-up drop box. You may also make payments at Wentzville City Hall, 310 W. Pearce Blvd. A drop box is located near the front entrance for after-hours convenience. You may also make payments at the Public Works Facility located at 200 E. Fourth Street. This location has a drop box at the front door for after-hours and a drive up drop box. You may also

sign up for automatic checking account payment withdrawal. For more information, contact the Utility Service Center at 636-639-2155.

**Water/Sewer Customer Service:** Utility Service Division employees make requested changes in services, answer questions regarding water and sewer billings, and resolve any customer concerns. For assistance, call the Utility Service Center at 636-639-2155 or the Public Works Facility at 636-327-5102.

**Water/Sewer Lines, Buried:** Before digging, you should know the location of the water and sewer lines. You should also know the location of underground electric, gas, cable television, and telephone lines. Please call 1-800-DIG-RITE (1-800-344-7483) or [www.molcall.com](http://www.molcall.com).

**Water/Sewer Service Leak:** If you think you might have a leak in the water line leading to your home, we can help you determine the possibility or location of such a leak. For assistance, contact the Public Works Facility at 636-327-5102.

**Websites:** Visit the City of Wentzville website at [www.wentzvillemo.org](http://www.wentzvillemo.org).

**Weeds/Weed Mowing:** *See "Tall Grass"*

**Wild Animals:** The City is minimally equipped to handle certain wild animal concerns. Under many circumstances the services of a private wildlife control or management company are required at the cost of the resident based on the level of the nuisance animals. Fees may apply for the service. Please contact City Hall at 636-327-5101 or the Wentzville Police Department at 636-327-5105.

**Wildlife Hotline:** The Bi-State Wildlife Hotline is a free service available to offer citizens free advice and assistance with wildlife conflicts. For more information visit the website at [www.wildlifehotline.com](http://www.wildlifehotline.com) or contact them at 636-492-1610.

**W.I.N.D.:** W.I.N.D. is a new program where residents can sign up to get City Emergency notification and City announcements in a multiple number of ways. They can get calls to their land lines, cell phones, text messages and emails to whatever device they desire. To self-register, go to the City's website: [www.wentzvillemo.org](http://www.wentzvillemo.org) and click on the sail boat.

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# y

**Yard Waste:** The City contracts to pick up and compost yard waste from residents desiring this service. Yard waste pick up is offered March 1 – December 31 each year and is picked up on the same day as regular solid waste is picked up. Yard waste must be placed out at the curb by 6:00am. You may rent a 96-gallon yard waste cart from the City for a fee or use biodegradable bags or a personal large container permanently marked “Yard Waste”. Branches and limbs may be tied into bundles no more than 5-feet long and no greater than 6-inches in diameter. All types of containers must weigh no more than 40 lbs. For more information contact the Public Works Facility at 636-327-5102 or the Utility Service Center at 636-639-2155.

# Z

**Zip Code Information:** Zip codes for local cities are included in the local telephone directory. For others, contact the Wentzville Post Office at 1-800-ASK-USPS (1-800-275-8777) or [www.zip4.usps.com](http://www.zip4.usps.com).

**Zoning:** If you need information on the zoning of your property, what restrictions may apply to it such as the uses and density permitted, required parking, information on how to change zoning classifications, or how to obtain a variance from the zoning rules, contact the Community Development Department, Planning and Zoning Division at 636-639-2032.

**Zoning:** Article IV of the Wentzville Municipal Code being the only enacted ordinance that controls and regulates land use in the City. Contact the Community Development Department, Planning and Zoning Division at 636-639-2032.

# WENTZVILLE CITY GOVERNMENT

Nick Guccione, Mayor  
*Term Expires 2016*

## **Ward 1**

CHERYL KROSS.....*Term Expires 2013*  
FORREST GOSSETT.....*Term Expires 2014*

## **Ward 2**

CHRIS GARD.....*Term Expires 2013*  
SONYA SHYROCK.....*Term Expires 2014*

## **Ward 3**

.....*Term Expires 2014*  
RICK STOKES.....*Term Expires 2012*

# MANAGEMENT TEAM MEMBERS

*www.wentzvillemo.org*

*City Administrator*

MARY JO DESSIEUX  
*Director of Parks & Recreation*

LARRY TUCKER  
*Business Development Manager*

VITULA SKILLMAN  
*City Clerk*

SCOTT J. SMITH, P.E.  
*Director of Public Works*

LISA HARRISON  
*Police Chief*

DENNIS WALSH  
*Director of Finance*  
*Assistant City Administrator*

AMY MIXEN  
*Human Resources Director*

DOUG FORBECK  
*Director of Community Development*