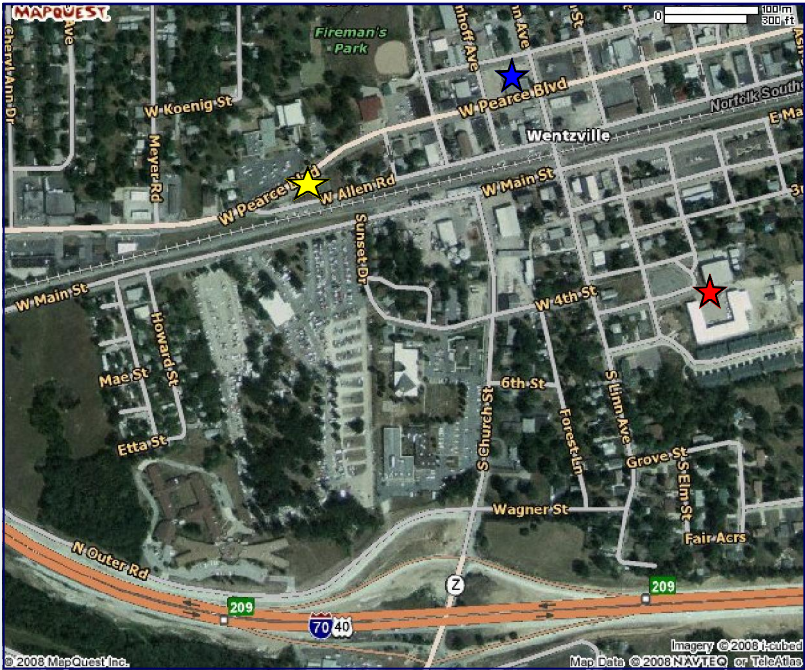


City of Wentzville

*Wastewater Utility
Customer Information*



City of Wentzville, Missouri



★ City Hall
310 West Pearce Blvd
Phone: (636) 327-5101

★ Village Square Utility Service Center
5 West Pearce Blvd
Phone: (636) 639-2155

★ Public Works
200 East Fourth Street
Phone: (636) 327-5102

Office Hours:

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

24 Hour Drop Box:

Located at City Hall, Utility Service Center and Public Works

Drive Thru Bill Pay:

At Utility Service Center during normal business hours

Sewer Deposits

All customers are required to pay a deposit prior to moving in. Deposits can be made at City Hall, Village Square Utility Service Center or Public Works. Failure to pay a deposit will result in disconnection of service. The deposit will be applied to the final bill after service or mailed to the owner after two years of good payment history.

Residential Deposit, Sewer Only:	\$25.00
Residential Deposit, Water and Sewer Combined:	\$50.00
Commercial Deposit, Water and Sewer Combined:	\$150.00

Connection of Service

Same day service is offered before 4:00 pm. The following information will be needed for new accounts: name, service address, billing address, telephone number, and social security number. If renting or leasing, you will also need owners name, address and phone number. The City may require additional information for their records to provide better service.

Paying Your Bill

Payment is due in the office ten days after the bill date. Water service will be disconnected if the balance remains unpaid. To have service restored, the account balance must be paid in full plus a minimum administrative fee of \$30.00, if paid in the office by 4:00 pm. For reconnection of services after normal business hours, an additional overtime charge will be assessed. Failure to receive a bill or notice, or being out of town, does not relieve the customer of their responsibility to pay the bill. Please notify our office if you experience problems receiving your bill.

Billing Information

Wastewater billing is calculated by winter averaging. Water usage for the months of November thru February are averaged to calculate your monthly wastewater bill for the following year, beginning in March. New customers without an established winter average pay the City customer average until they establish an average of their own.

All active accounts will be sent a bill, which is the minimum monthly charge plus the winter average.

Illegal Tampering

The City of Wentzville strictly prohibits tampering with sewer manhole lids or turning on/off any fire hydrants, water valves, or water meters, including removal of lockout devices that have been installed by City personnel. Violators are subject to and will be prosecuted under applicable laws.

Emergency Service

The City of Wentzville has personnel available 24 hours a day, 7 days a week to correct or assist with any problems with your water or wastewater service. If an emergency occurs after hours, please call Public Works at 636-327-5102. Please limit after hour calls to emergencies only. Billing or other questions will be answered during normal business hours.

Disconnection and Reconnection

If you are moving and wish to discontinue service, notify our office at least 24 hours in advance. Please have your forwarding address available.

The City has the right to disconnect service for the following reasons:

1. Non-payment of deposit
2. Non-payment of bills
3. Returned bills that were unable to forward
4. Falsifying billing information
5. Illegal use of water
6. Refusal to allow the Water Department to inspect your meter, yard, or building
7. Non-compliance with City rules and regulations
8. Sewers not working properly

Scheduled Service Disconnect:

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

Scheduled Service Reconnect:

Monday thru Friday
3:30 pm to 5:00 pm.