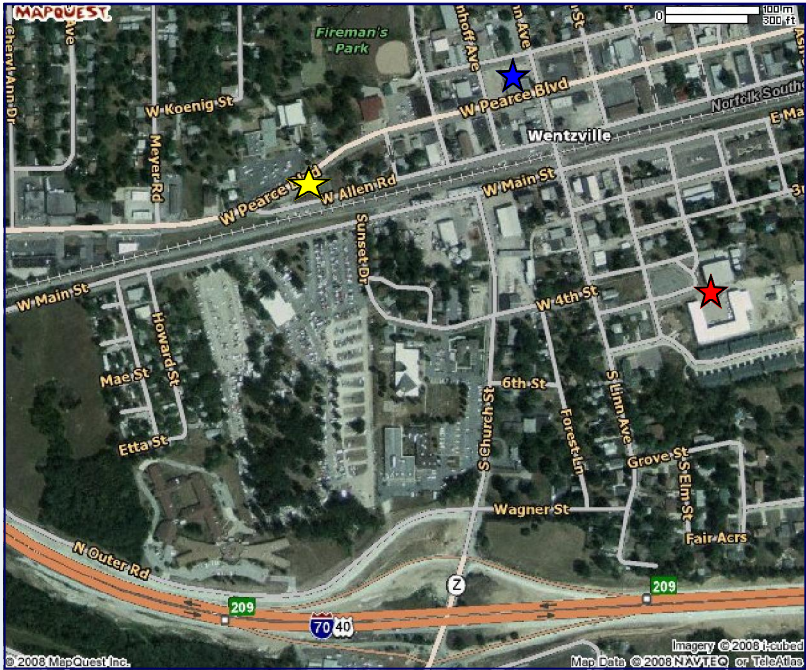


City of Wentzville

*Water 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

Water 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, Water 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

Every customer, residential and commercial, has a water meter. All meters are read monthly.

Utility charges are based on the usage resulting from the meter reading.

The City meters are below ground located in pits. The meters measure in increments of 10, 100, or 1,000 gallons, depending on the size. In January 1997, the City implemented a program to transition all meters to radio read meters. This allows your meter to be read via radio waves, so don't be alarmed if your meter lid never moves or you don't see a meter reader on foot. Please use caution when mowing around your meter pit to avoid damaging the radio read transponders.

All active accounts will be sent a minimum bill. An account is considered active if utilities are on at the meter. The billing rate per 1,000 gallons consumed is added to the minimum to calculate the total bill.

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.

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.

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.

Water Consumption and Leaks

The average water consumption per person each month is 3,200 gallons. You can multiply this figure by the number of people in your household to get an idea of what your consumption may be each month, based on the national average.

If you water your lawn, flowers, or garden, wash your cars or fill pools, your water usage can be much higher.

One residential hose running fully open will use about 10 gallons of water per minute or 600 gallons per hour. Multiply this by 30 for a single month and watering an hour every day will add up to 18,000 gallons of water.

A dripping faucet or small toilet leak can also increase your usage. In just one year a leaking toilet can waste over 22,000 gallons of water. A sink leaking at a rate of one drop per second wastes over 2,400 gallons of water per year.

Lawn Watering Tips

Did you know you could actually harm your lawn by watering in the heat of the day? After about 10:00 am, water is not absorbed efficiently into the soil due to evaporation, and water droplets on plants can lead to burning in the presence of hot sun. On the other hand, excessive watering at night can lead to root rot.

For best results, watering should be done early in the morning. A good soaking is favorable to a light sprinkling, which can discourage deep root growth.

Also, water only when grass or plants show signs of needing it. To test your lawn, simply step on your grass. If it springs back up, you don't need to water it.

Un-repaired leaks can be costly.

Water loss in gallons

Leak size	Loss per day	Loss per month	Cost per month
•	120	3,600	\$10.40
•	360	10,800	\$31.21
•	693	20,790	\$60.08
•	1,200	36,000	\$104.04
•	1,920	57,600	\$166.46
•	3,096	93,880	\$271.31
•	4,296	128,880	\$372.46

For more information, please visit
the City of Wentzville web page at

www.wentzvillemo.org.

City of Wentzville

Annual Fire Hydrant Painting Contest

Each winner receives a \$2,000 scholarship



2009 Theme "Go Green"

First Place Winners:

Chris Clynes
Holt

Allison Walker
Timberland

