

Utility Procedures

City of Ashland, Missouri

In accordance with
Chapter 14
Sewer, Water and Solid Waste



Updated MAY 2015

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Sewer Rates

Sewer Rates in the City Limits of Ashland:

May increase in 2015

- 1.) Base charge for sewer service is \$8.90.
- 2.) The rate for sewer service is \$3.78/ 1,000 gallons consumed.

Angel Lane Sewer Rates:

- 1.) Base charge for sewer service is \$12.46.
- 2.) The rate for sewer service is \$4.86/ 1,000 gallons consumed.

The base rate is a fixed amount collected monthly from each customer that is designed to offset fixed costs of operating the sewer department. Some examples of fixed costs are rent, debt service and certain other maintenance costs. Base rate charges are applied each month per meter regardless of consumption. The base rate provides a steady revenue stream that is not subject to the fluctuations seen in sewer consumption charges. Base rates and consumption rates are evaluated periodically to ensure the City of Ashland is adequately funded for day to day operations, future projects as well as maintenance. The laws of the State of Missouri, the Ordinances adopted by the City, as presently existing, may be amended from time to time, increasing sewer rates.

Reference: Chapter 14 -Sub-Chapter A-Article IV-Section 14.110 Fees for Services (Sewer)-Appendix C-1

Water Rates

Water Rates in the City Limits of Ashland:

- 1.) Base charge for water service is \$8.90.
- 2.) The rate for water service is \$4.71/ 1,000 gallons consumed.

Customers using Consolidated Public Water District Rates:

- 1.) Base charge for water service is \$10.47
- 2.) The rate for water service is \$5.24/ 1,000 gallons consumed.

The base rate is a fixed amount collected monthly from each customer that is designed to offset fixed costs of operating the water department. Some examples of fixed costs are rent, debt service and certain other maintenance costs. Base rate charges are applied each month per meter regardless of consumption. The base rate provides a steady revenue stream that is not subject to the fluctuations seen in water consumption charges. While most utilities have base rates, it is typical to see varying amounts due primarily to the size of the utility. Base rates and consumption rates are evaluated periodically to ensure the water department is adequately funded for day to day operations and future maintenance. The laws of the State of Missouri, the Ordinances adopted by the City, as presently existing, may be amended from time to time, increasing water rates.

Reference Chapter 14-Sub Chapter B-Article IV-Sections 14.210 and 14.21

Reference: Chapter 14-Sub Chapter B-Article III-Section 14.200 Water Rates--Appendix C-2 water rates

Trash Rates

Trash removal for the City of Ashland is contracted thru a third party. The City of Ashland is responsible for the billing of trash services.

Residential Trash Rates in the City Limits of Ashland:

- 1.) Each customer is charged a collection fee of \$2.00 monthly.
- 2.) The monthly charge for residential trash service is \$10.77.
- 3.) Recycling Fee of \$1.00 per month on all residential accounts.
- 4.) Yard Waste Fee of \$1.50 per month on all residential accounts.

Commercial Trash Rates in the City Limits of Ashland:

- 1.) Each commercial customer is charged a collection fee of \$2.00 monthly.
- 2.) Commercial rate tables vary depending on the needs of the commercial customer.
- 3.) Some commercial properties share or have a pre-designated trash receptacle chosen by the owner of the property. Commercial tenants of the property can not have this receptacle moved or services amended, only the owner of the property can make changes in service.

The Ordinances adopted by the City, as presently existing, may be amended from time to time, increasing trash rates.

Reference: Chapter 14-Sub Chapter C 14.630 Service Charges 14.645 Penalties

Deposit Rates

Residential Deposit Rate in the City Limits of Ashland:

- 1.) Residential deposit on utility service is **\$75.00**.
- 2.) Deposits are applied to the final bill when a customer account is closed. Any remaining deposit will be refunded to the customer.

Commercial Deposit Rate in the City Limits of Ashland:

- 1.) Commercial deposit on utility service is **\$125.00**.
- 2.) Deposits are applied to the final bill when a customer account is closed. Any remaining deposit will be refunded to the customer.

Residential Rental Deposit Rate in the City Limits of Ashland:

- 1.) Residential Rental deposit on utility service is **\$150.00**.
- 2.) Deposits are applied to the final bill when a customer account is closed. Any remaining deposit will be refunded to the customer.

Deposit Exemptions

At this time, the City of Ashland does not require Landlords or Property Managers to place deposits on rental properties either owned or managed inside the City of Ashland.

At this time, the City of Ashland does not require builders/contractors to place deposits on any properties that are under construction and have active water meters. Accounts for these properties are created in the contractor/builder name after the building permit has been processed. When meters are installed, they are locked. Once the builder/contractor is ready to receive water services then they can contact City Hall and the account is activated. From this point on the builder/contractor will receive monthly billings for water/sewer used.

Reference: Chapter 14-Sub Chapter B-Article III- Section 14.175 and Appendix C-3 Water Deposits

Additional Charges on Utility Billing

Additional Charges:

1.) Late Charge— a **10%** charge will be added to each utility bill if payment is not received by the **15th** of the month at **5:00 p.m.** If the 15th of the month lands on a weekend, the customer has until 5:00 p.m. the following Monday before the charge is assessed.

2.) Disconnection Charge— a **\$10.00** charge will be added to each utility bill if payment is not received by the **25th** of the month at **5:00 p.m.** If the 25th of the month lands on a weekend, the customer has until 5:00 p.m. on the following Monday before the charge is assessed. At the time the penalty is assessed final notices are sent to the customer.

3.) Customer's disputing charges can contact the Utility Billing Clerk.

Failure to receive a bill does not relieve the customer of the liability for payment. The City Water Department is not responsible for the U.S. Postal Service. It is the customer's responsibility to contact the City if their bill is not received the first week of the month.

Reference: Chapter 14-Sub Chapter A-Article IV-Section 14.115 Billing and Collection Procedures (Sewer) Chapter 14-Sub Chapter B-Article III-Section 14.205 Billing and Collection Procedures (Water)

Customer Utility Contract

Residential, Commercial or Rental utility customers:

Any former customer who has moved back into the City of Ashland shall not receive service until all their old accounts and all relevant charges are paid in full.

1.) Prior to receiving utility services a contract for water, sewer, and trash is completed. The customer provides the lease agreement or deed for the service location and identification. These are copied and attached to the contract. The customer contract is reviewed and the City data base searched to see if any prior delinquent utility balances are owed to the City by the customer or anyone else named in the contract, lease or deed before the contract is approved. If a prior balance exists, the balance must be paid in full before new services are connected.

2.) Required deposit on the account:

Residential	75.00
Commercial	125.00
Residential Rental Properties	150.00

At this time, the City of Ashland does not require Landlords or Property Managers to place deposits on rental properties either owned or managed inside the City of Ashland. When tenants vacate the property, unless another tenant immediately signs up for service, the property is placed back into the Landlord's or Property Manager's name, unless the Landlord specifically requests no services, in which case the meter to the property is locked.

At this time, the City of Ashland does not require builders/contractors to place deposits on any properties that are under construction and have active water meters.

Accounts for these properties are created in the contractor/builder name after the building permit has been processed. When meters are installed, they are locked. Once the builder/contractor is ready to receive water services then they can contact City Hall and the account is activated. From this point on the builder/contractor will receive monthly billings for water/sewer used.

3.) A service order is created for a member of the Public Works Department so the city can obtain a meter reading.

4.) The customer information is entered into the Summit data base to set up billing.

5.) The customer will begin receiving a utility bill from the City of Ashland approximately 25 days after service is activated.

6.) The customers service order, contract, copies of lease/deed and identification are retained by the Utility Department.

7.) Commercial rental customers are unable to receive services until inspections are completed for the commercial space.



Customer Name: _____

Date: ____/____/____

RESIDENTIAL/RENTAL/COMMERCIAL
WATER, SEWER AND TRASH CONTRACT FOR THE
CITY OF ASHLAND, MISSOURI
P O BOX 135
ASHLAND, MISSOURI 65010

The undersigned, being the owner or occupant of land located within the City of Ashland, hereby makes application to connect to Water and Sewer utilities and to utilize Trash Services provided by the City agrees to the following conditions:

1. To activate services from the City, for water, sewer and trash services I hereby tender a **deposit**. This guarantees that my bills will be paid monthly. The deposit will be refundable when services are discontinued and all charges and bills are paid. **Deposits may not be transferrable.**
2. Pay minimum water, sewer and trash service fees from the time service is made available by the City. Any changes made in the minimum monthly water and sewer charge and the trash fee rate schedule by the Board of Aldermen of the City shall become a part of this agreement as though fully set out herein.
3. Bills not paid by the due date shown on the bill shall be subject to a penalty charge. Failure to pay a bill by the date shown on the statement from the City shall result in penalties and discontinuance of service, provided arrangements have not been made with City Hall for payment.
4. The water and sewer supplied by the City shall be for the sole use of the undersigned. Each meter service shall supply water to only one residence or business establishment located on land within the City limits of Ashland.
5. After water and sewer service is made available the same is discontinued or disconnected for any purpose, putative to the Ordinance of the City, reconnection shall be upon the conditions set out in the Ordinance of the City.
6. The undersigned agrees that he/she will make no physical damage to the water and sewer system or the meter service of the City Representatives of the City may at any reasonable time come on the premises or where the water or sewer are being used for the purpose of making inspection to enforce this provision. Violation of this provision shall be grounds for disconnection of service.
7. The laws of the State of Missouri, the Ordinances at City, as presently existing, and as may be amended from time to time, are made a part of this agreement as though fully set out herein.
8. The applicant agrees, if applicant is the owner of the premises to be served, to furnish the City with all easements required by the City for service line and main line.

I, the undersigned do agree upon the above mentioned terms.

Customer Signature: _____

Date: ____/____/____

Customer Signature: _____

Date: ____/____/____



UTILITY CUSTOMER CONTACT INFORMATION

Service Date: _____ / _____ / _____

Service Address: _____

Mailing Address: (If Different) _____

First Name: _____

Middle Initial: _____

Last Name: _____

Date of Birth: (mm/dd/yyyy) _____ / _____ / _____

US Resident? Yes: _____ No: _____

Social Security Number: _____ - _____ - _____

Drivers License #: _____

Phone: (Day) (____) _____ - _____

Phone: (Evening) (____) _____ - _____

E-mail Address: (optional) _____

Employer: _____

Employer Phone #: (____) _____ - _____

If Renting-

Landlord Name: _____

Landlord Phone: (____) _____ - _____

Additional Persons Allowed to Contact Customer Service Concerning this Account

If you do not enter any names here, no one else will be able to contact customer service on your behalf.

Spouse: _____

Roommate/Other: _____

Utility Account Transfers

When a utility customer wishes to transfer immediate/same day service from one address to another in the City the following process is followed:

- 1.) The customer must notify the City before 3:00 p.m. to have the service transferred the same day. If notification comes after 3:00 p.m., the transfer will be on the next business day.
- 2.) The customer will provide City Hall with a new customer contract, copy of lease or deed as applicable.
- 3.) Customer will provide identification, such as a Missouri Drivers License.
- 4.) Any balance on the existing account should be paid in full.
- 5.) The customer can choose to have their deposit transferred to the new account or use the deposit towards the final bill for the account subject to closure. If the customer chooses to use the deposit for the account that is closing a new deposit is collected for the new account.
- 6.) Customers who are moving from one residence to another, but choose to have utilities services on at both locations, are not eligible for a transfer of services.

****ALL ACTIVE ACCOUNTS MUST HAVE A DEPOSIT ASSOCIATED WITH THEM.**

The City of Ashland does not charge a fee for transfer of service at this time.

Utility Account Customer Request Disconnect

Utility Customers can contact City Hall for disconnections.

City staff will process the service order for the disconnect updating the address field on the account to reflect a valid address for the final bill.

City staff will also verify and/or update phone numbers on the account as necessary.

Customers will be informed of any outstanding balances on their account. City staff will verify date of disconnect and cover the final billing process.

The final bill will consist of any outstanding balances plus charges to the date of disconnect. Account deposit will be applied to the account if applicable. The customer is still responsible for any and all outstanding balances.

Once the deposit is added if there is a credit balance, the City will mail a refund check to the customer.

A note in the customer account will be added for customers who state they do not intend to pay balances owed or who do not give forwarding address information. The note will reflect the customer is not eligible for services inside the City limits of Ashland until all prior delinquent balances are paid.

Rental accounts will automatically be placed back into the landlord name and remain active. If a landlord states they do not want services then the meter to the rental property will be locked.

Meters will be locked if a customer requests disconnection of services and no landlord, property management company or new home owner exist on record so services can be transferred into a responsible parties name.

Disconnect/Shut Off:

Disconnect/ Shut Off:

- 1.) Customers who have not paid their utility bill by 5:00 p.m. on the date listed on the disconnect notice sent will be disconnected the following day.
- 2.) To have service reconnected, customers will pay a \$75.00 reconnect fee during public works department hours, 8:00 a.m.—4:00 p.m., Monday thru Friday.
- 3.) After hours (after 4:00pm) and weekend re-connects will not occur unless deemed an emergency situation by the City Water Superintendent. In the event the Water Superintendent does deem the situation an emergency a \$150.00 reconnect fee, in addition to the delinquent bill must be paid.
- 4.) City Public Works Water employees will only collect payment in the field, in the form of a check.
- 5.) The City of Ashland Water Superintendent has the authority to delay customer disconnects when the situation has the potential to damage the City meter or when weather does not permit. At the direction of the Water Superintendent disconnects will always be delayed when the temperature falls down to 10 degrees Celsius or below and/or when more than 2 inches or more of snow covers the ground.

Reference Chapter 14-Sub Chapter B--Article III-section 14.205 Billing and Collection procedures (Water)

Utility Bill Assistance:

The City of Ashland does not offer any Utility Billing Assistance Programs, such as budget billing or financial assistance to those on a limited income.

However, the City of Ashland does work with the State of Missouri, Boone County, City of Columbia Department of Public Health and Human Services.

The Division of Human Services provides assistance for water bills for eligible families with children under the age of 18, disabled adults and seniors (age 60 and older). To be eligible the customer can pick up an application from City Hall. The applicant's household income must be at or below 150% of the federal poverty level and the utility account must be in the eligible applicant's name.

Utility assistance is available to a household one time per calendar year; the maximum amount of assistance is \$275.00. Assistance is provided by a random selection of eligible applications on or around the first of the month.

Packets for this Utility Assistance Program are available at City Hall.

Utility Billing Payment Agreements

Utility customers in the City of Ashland are allowed two payment agreements for their utility bills each calendar year. ***Customers may not use the Utility Billing Payment Agreement to circumvent penalties. Utility Billing Payment Agreements can be submitted once the customer receives their final notice.***

Payment agreement dates will not be extended past the last day of the next month.

During the agreement period given to the customer disconnection of services will not occur.

The customer requesting the agreement must come into City Hall and fill out a utility payment agreement form and the request is approved by the Utility Clerk.

The utility payment agreement form, after being approved and entered into the data base will be retained by the Utility Department.



UTILITY BILL PAYMENT AGREEMENT FORM

No one except the person whose name is currently on the account or the legal spouse of said person can request any action on an account.

Name: _____ Phone: _____
Service Address: _____
Extended Date Requested: _____ Acct #: _____
Amount Due: _____ Agreement #: _____

Payment agreement dates will not be extended past the last day of the next month.

NO MORE THAN TWO (2) AGREEMENTS WILL BE GRANTED IN A CALENDAR YEAR.

I, the below signed customer, understand that if this account is permitted to remain delinquent past the extended date, service will be disconnected and I will owe an additional reconnect fee if restored before 4:00 p.m. No after hour reconnections are available.

Customer Signature: _____ Date: _____

APPROVED BY:

Signature: _____ Date: _____

ACH Utility Billing

The City of Ashland allows utility customers to sign up to have their utility payment automatically withdrawn from their bank account on the 15th of each month.

The customer fills out an Automatic Payment Withdrawal Authorization Form. This form (see next page) must be accompanied with a voided check or savings account deposit slip.

This form **MUST** be received no later than the 13th of a given month to have the automatic withdrawals begin for the next months billing. This is because the first month the form is received the City will pre-authorize the account and no charges will be deducted. If there are no errors with the pre-authorization, then the customer will begin having their payments automatically deducted the following month on the 15th.

The customer will receive their utility bill as normal at the end of each month, and the bill will show that the customers automatic withdrawal is set up and notify them not to send in a payment.

The customers utility payment will be deducted every month thereafter on the 15th until the City is notified that the customer would like to remove their account from automatic withdrawal. Notice **MUST** be given prior to the 13th of the month the customer would like this service discontinued. If notice is received after the 13th of the month, the customer will be removed from automatic withdrawal the following month.

Leak Adjustments

Utility customers in the City of Ashland are allowed ONE leak adjustment annually on their utility account.

If a customer has a leak they need to describe how the leak occurred or what caused the leak and verify that the leak has been addressed and fixed. The Utility Clerk will contact the Water Superintendent and request a data log for the meter in question. Once the data log is completed the Utility Clerk can then proceed to figure a leak adjustment on the customers account using the Leak Adjustment Form. On the form leak adjustments are figured as follows:

1. The last four months sewer charges on the customers account are added together, excluding the month of the leak.
2. That total is divided by 4 to figure the customers average sewer charge.
3. The average sewer charge as figured is subtracted from the current months sewer charge with the leak. This amount when figured is the leak adjustment amount given.

After the Utility Clerk uses the Leak Adjustment Form to figure the leak adjustment for the customer it MUST be approved by the City Administrator before the adjustment can be given. Once approved, the leak adjustment amount may be credited to the customers account.

LEAK ADJUSTMENT FORM
CITY OF ASHLAND
109 E. BROADWAY
ASHLAND, MO 65010

Property Address: _____

Customer Name: _____

Account Number: _____

Adjustment Date: _____

Current Sewer Charges: \$ _____

Previous Months Charges: \$ _____

Previous Month 2: \$ _____

Previous Month 3: \$ _____

Previous Month 4: \$ _____

Total Monthly Charges: \$ _____

Average Monthly Sewer : \$ _____

Total Leak Adjustment: \$ _____

Calculated By: _____

Approved By: _____

SWIMMING POOL ADJUSTMENT

Customers in the City of Ashland are allowed ONE swimming pool adjustment to their sewer charge annually for the filling of a swimming pool. The adjustment will be based on the gallons of water required to fill the swimming pool.

Customers can come to City Hall to pick up a Swimming Pool Adjustment form either right before they begin filling their pool or directly after the pool is filled.

The customer will need to know the swimming pool size and approximately how many gallons it will take to fill.

City fire hydrants are not used to fill swimming pools as they are not metered.

Returned Utility Payments

Any customer who has a payment (Check or ACH) that is returned to the City for any reason will be required to pay a \$25.00 returned payment fee.

The Utility Clerk will print a door hanger to notify the customer that their payment was returned. The customer will be given two business days to pay the returned payment amount and fee with cash or money order.

If the customer does not pay for the returned payment within the two days allowed, the customers utilities will be disconnected. Re-connection fees will apply should the customer be disconnected.

If the customer fails to pay for the returned payment and fee within ten business days, the City will assume they are not going to make good on the payment. At this time, the City will begin the procedure with the Boone County Prosecutor to prosecute the customer for the returned payment.

Winter Suspension of Services

Customers who leave out of town for the winter can contact City Hall and request one or more of their services be suspended.

The Customer must provide a date of return and an address that bills can be sent to in the event they are not suspending all of their services, which would include shutting off the water meter.

Water, Sewer and Trash can all be suspended. If the customer wishes to suspend all of these services, City Hall staff will note in the Summit Data base if the customer requested their water meter to remain on or shut off, when their expected return date is and notify Republic Waste Services that no trash pick up will be necessary at the location.

A request to the Public Works department is made to have the meter turned off. A second request is made when the meter is turned back on and services are re-activated.

Customers who wish to have their water meter remain on, will be notified that they will continue to be billed monthly for water and sewer services. This is due to the potential for consumption at the location during the time the customer is gone, either due to third parties checking on the location or guests staying at the location.

Customers are always welcome to pay in advance for services, leaving their accounts with credit balances that cover charges billed while they were gone.

Should a customer have an irrigation meter and it is not in use during winter months, the customer can request this service be suspended. The customer must have their meter serviced and/or winterized, shutting the meter off. The customer must also furnish a date to reactivate the account. It is the customer's responsibility to notify the City that the irrigation meter has been serviced and is now off.