

REPUBLIC
MISSOURI
GROWING TOGETHER

*Welcome to the
City of Republic!*

THE FOLLOWING IS YOUR INITIAL BILLING INFORMATION:

R0 ADDRESS _____ ACCT# _____

In City Sewer rate with Base Amount on 1500 gal-\$15.93

S1 - @ \$9.47 Per 1,000 Gallons

In City Water rate with Base Amount on 1500 gal-\$7.56

WA - @ \$3.56 Per 1,000 Gallons

Outside City Sewer rate with Base Amt on 1500 gal - \$ 23.90

S1 - @ \$14.21Per 1,000 Gallons

Outside City Water rate with Base Amount on 1500 gal- \$11.34

WA - @ \$5.34 Per 1,000 Gallons

April through September, your Sewer Average is _____gallons through the meter reading date in October.

October through March, You will be billed sewer related to water use thru the meter reading date in **April**, which sets new sewer average for April through September.

Your first utility bill will be printed _____ and due on _____ by 5:00 pm. A \$5.00 penalty is assessed to each past due account at 5:00 pm on the 10th of each month.

Section 705.170 advises that "After twelve (12) months of consecutive utility service with no more than one (1) delinquent payment, the above-mentioned utility service deposit may be applied to the customer's utility service account upon customer's request.

You are required to notify the City when you are moving and want your utility service to end. (417) 732-3136

City Hall
213 N. Main
Republic, MO 65738
(417) 732-3100

The following information is offered as an aide to help you become more familiar with our City. If you have any questions, please feel free to call our office at (417) 732-3100.

INFORMATION CONCERNING YOUR WATER BILL

An account set up fee of \$10.00 plus a \$150.00 residential utility deposit is required prior to water service being placed into your name. The amount of the commercial utility deposit is determined according to the size meter serving the structure. Upon the customer's request, the utility deposit may be applied to an account with no more than one delinquent payment in twelve consecutive months. Otherwise, the utility deposit will be applied to the customer's final bill. Both water and wastewater usages are based on water meter readings for six month of the year and six months of the year you will have a sewer average. Customers are urged to conserve outdoor water use during the winter months or to have an irrigation meter installed which are billed for water service only.

Water bills are mailed on the 26th of each month and are delinquent if payment-in-full is not received at City Hall by 5:00 p.m. on the 10th of each month and a \$5.00 Late Fee is added to the delinquent account at that time. Water service will be interrupted if payment-in-full is not received at City Hall by 5:00 p.m. on the 15th of the following month. A Reconnect/Processing Fee of \$25.00 plus late charges and all delinquent amounts must be paid to have water service re-established. Reconnections due to non-payment will be made no later than 5:00 p.m. on regular business days and may not be acted upon until the following business day and only then upon payment of all amounts past due, late charges, and the twenty-five dollar (\$25.00) Reconnection/Processing fee.

Please notify City Hall of any water leaks as they occur and prior to repairs being made. City Hall may be able to assist on issuing appropriate credit on confirmed water leaks after the leak is repaired.

Water Rates as of December 1, 2015:

Gallons	Rate	Inside City Limits	Outside City Limits
0-1500	Base Rate	\$7.56	\$11.34
>1500 gallons		\$3.56	\$5.34

Sanitary Sewer Rates as of December 1, 2015:

Gallons	Rate	Inside City Limits	Outside City Limits
0-1500	Base Rate	\$15.93	\$23.90
>1500 gallons		\$9.47	\$14.21

PAYMENT METHODS

You can make your payment for water/sewer service in person at City Hall, 213 N Main, Monday through Friday, 8 am to 5 pm or place your payment at City Hall's drop box located in front of City Hall. Payments put in drop box on the 10th & 15th are due by 5:00 pm. payments received after 5:00 will be posted the following business day. If mailing your payment, please allow five days for mailing. You may also sign up for Automated Bill Pay at City Hall or visit our Web Page at www.republicmo.com on the internet. Payments made on city web-site will not post until the following business day-except on the 10th and the 15th payments are pulled in at 5:00 pm in order to process penalties/shut-offs. **NO PAYMENTS CAN BE TAKEN OVER THE PHONE.** Please make checks and money orders payable to "City of Republic".

SERVICE INTERRUPTIONS

BAD CHECKS WILL REQUIRE:

- **Immediate** Service Interruptions upon receipt of NSF Check from bank.
- \$20.00 Processing Fee.
- Reconnect/Processing Fee – see below **.
- **Cash, Money Order, Debit/Credit Cards or Checks, if you are not on the NO CHECKS LIST.**

SERVICE INTERRUPTION FOR NON PAYMENT WILL REQUIRE:

- Payment in full of late charges and all Delinquent Amounts. Customers have to come in City Hall to have services reconnected. NO CHECKS are accepted for reconnection of service. If you need to make an on-line payment for reconnection of service, service will not be reconnected until the following business day due to on-line payments do not process until the next business day.
- **Cash , Money Order, Debit or Credit ONLY-NO CHECKS.**
- Reconnect/Processing Fee – see below **.

**Reconnect/Processing Fee shall be \$25.00 and is assessed to your account at 5:00 pm on the 15th of each month.

***REMINDER* PAST DUE AMOUNT MUST BE \$5.00 OR LESS TO PREVENT SHUT OFF.**

See Bill 10-08, City Ordinance Section 705.050, B.

VOTER REGISTRATION

Voter Registration Forms are available at City Hall for anyone wishing to register to vote.

HOME BASED BUSINESSES

If you operate a business from your home, you are required to obtain a Republic Business License. Please contact the City Clerk at (417) 732-3140 for additional details. Information on Business Licenses is also available on our website
<http://www.republicmo.com/departments/administration/city-clerk/309-business-licensing>.

EMERGENCY

911

City Offices

(area code 417)

City Hall	732-3100
Mayor	732-3140
City Council	732-3140
City Administrator	732-3110
City Clerk	732-3140
Chamber of Commerce	732-5200
Water Department Customer Service/Utility Billing	732-3136
Utility Billing Fax	732-3148
Fire Department	732-3800
Police Department	732-3900
Municipal Court	732-3880
Parks and Recreation/ Activity Center	732-3500
Aquatic Center	732-3575
Cancellation Line	732-3555
Director of Finance	732-3100
Planning Department/ Building Inspector	732-3150
Animal Control	732-3190
City of Republic Web Page	http://www.republicmo.com/

Miscellaneous Services

Library	732-7284
License Bureau	732-7557
Post Office	732-4733

Utilities

Cable America	732-7242
MGE(Gas)	800-582-1234
Empire Electric	800-206-2300
City Hall-Water/Sewer	732-3136
Ozark Electric	466-2144 (Shuyler Ridge)

Refuse Service

The following refuse vendors are licensed to do business within the City of Republic.

Waste Corp	831-3195
Terry's Trash	818-4576
Queen City Disposal	865-3500
Ozark Refuse	887-7788
Home Town Disposal	869-9393
Moore's Trash Service	831-6119
Republic Services	865-1717
Doty Trash Service	678-1350
Automated Waste Services	725-4872-not residential or commercial services- only construction roll-offs

WELCOME TO THE NEW WATER AND SEWER BILLING FORMAT!


In response to customer demand, the August water and sewer bill is the first in the City's new full page format. The changes are intended to make it easier to receive and pay your utility bill. There have been other changes in the City's billing procedures, so please take a moment to read through this brochure which should help you become more familiar with your new bill. Below we have highlighted important areas in the new format.

IMPORTANT INFORMATION New Service Disconnection Date

Water and Sewer Bills should be delivered to your home on or about the 1st of the month. Payment is due on the 10th of each month and a \$5.00 delinquency fee is assessed at 5:00 pm that day. Effective immediately, payment of past due amounts must be received by 5 p.m. on the 15th of the following month to avoid service disconnection. A \$25 processing/reconnect fee is assessed at that time.

Billing Name and Address

Dates service was provided and service location



CITY of REPUBLIC
Established 1871
"Growing with the Ozarks"

City Hall
213 N. Main Street
Republic, MO 65738
Phone: (417) 732-3100
Fax: (417) 732-3148
www.republicmo.com

XXXXXXXXXXXXXXXXXXXX

XXXX XXXXX
XXXXXX XX XXXXX

Service Dates: 8/10/2006 TO 7/10/2006 Billing Date: 7/25/2006
Service Address: XXXX XXXXXXXXXXXX XXX Date Due: 8/10/2006

Service Code	Present Reading	Previous Reading	Current Consumption	Current Charges	Total Due
S1				.00	

PAST DUE AMOUNT MUST BE \$5.00 OR LESS TO PREVENT SHUT OFF

Amount Due this billing period	.00
PREVIOUS BALANCE w/ LATE FEES OR SERVICE CHARGES	42.41
TOTAL AMOUNT NOW DUE	42.41
PREVIOUS BALANCE OF 9/15/2006	42.41

MUST BE PAID BY 5:00 P.M. ON 8/10/2006 TO AVOID SERVICE DISCONNECT. DISREGARD IF PAYMENT IS MADE.

MESSAGE BOARD - WATCH THIS SPACE FOR PERTINENT INFORMATION ABOUT YOUR COMMUNITY.

PLEASE RETURN THIS STUB WITH YOUR PAYMENT - MAKE CHECKS PAYABLE TO City of Republic

Account Number	Due Date	Balance Forward	Amount Due	Amount Enclosed
XXXXXXXXXXXX	8/10/2006	42.41	42.41	

Acct. # Bar Code: ██████████

Mail payment to:

City of Republic
Utility Payment
213 N. Main
Republic, MO 65738

CustomerName: XXXXX XXXXXXXXXXXX XX XXXXXXX

Service Address: XXXX XXXXXXXXXXXX XXX

Service Dates: 6/10/2006 TO 7/10/2006

Billing Date: 7/25/2006

Amount due if paid after the 10th: 42.41

Disconnect Date: 9/16/2006

This area is used only if you have an unpaid balance from the previous billing cycle. With the new service disconnection date, there will not be an independent mailing to remind you of an overdue amount. This will be your only reminder and you have until the 15th of the month to submit over due payments. Services that are subject to disconnection for non-payment are also subject to a \$25 processing/reconnect fee.

A summary of the current billing, any previous unpaid amounts and total amount now due.

If you're enrolled in Automated Bill Pay, a note so indicating will be displayed here. If you haven't signed up, please call us for more information.

Please separate and return the lower portion of the bill in the enclosed envelope.

Pay this amount

City of Republic

Utility Billing Office, 213 N. Main

417-732-3136 (Monday-Friday, 8:00 a.m. to 5:00 p.m.)

417-732-3456 (After 5:00 p.m. and weekend emergency water or sewer service)

IMPORTANT BILLING AND PAYMENT INFORMATION

- This bill is a summary of the utility account as of the date of printing. This may not reflect the total balance on the account due to any subsequent charges or payments, including delinquency fees, reconnect charges, adjustments or service deposit being assessed.
 - A minimum of \$150 for a service deposit will be required on all accounts that become subject to disconnection due to non-payment.
 - The City offers the following payment options: direct pay (enrollment form available at the Utility Billing office), credit/debit card payments on-line at www.republicmo.com, by walk-in or outside drop box at 213 N. Main and by mail. See below for due dates and cut-off time information.
 - **Payment for utility services are due in the Utility Billing Office by 5:00 p.m. on the 10th of each month.** A \$5.00 delinquent penalty will be assessed on any payment received after that time.
 - **Any outstanding balance not paid by 5:00 p.m. on the date printed on the front of this bill will subject the account to immediate service disconnection and a \$25.00 processing fee.** Any account subject to service disconnection will require the customer to come to City Hall to re-instate service and to pay the full balance of the account plus any applicable service deposit by cash, money order or by credit or debit card in order for continuation or reconnection of service. **No checks accepted.**
 - **Service disconnected due to non-payment will be reconnected within 24 hours after account is paid in full. An account will not be reconnected for service until the following business day if payment is received after 4:00 p.m.**
 - **Accounts paid with a check returned for non-payment will incur a check return fee and be subject to immediate service disconnection.**
 - **An unpaid account will be subject to late fees and/or disconnection until payment is received and posted during business hours in the Utility Billing office.**
- ⇒ Web payments are not received for posting until the following business day.
⇒ On-line bank payments may take up to 7 business days to be received and posted.
⇒ Payments by mail are posted upon receipt not by postmark date.

* **IF YOU DISPUTE A NOTICE INDICATING A DISCONNECTION OF SERVICE, YOU MAY REQUEST AN INFORMAL HEARING WITH A UTILITY CUSTOMER SERVICE REPRESENTATIVE PRIOR TO THE DISCONNECTION DATE.**

Service Codes: S1 = Res Sewer S2 = Comm Sewer S4 = Flat Rate Sewer S6 = Actual Res Sewer
WA = Res and Comm Water PF = Mo State Primacy Fee ST = Mo State Sewer Fee