



CITY OF BOONVILLE, MISSOURI
1200 LOCUST STREET, BOONVILLE MO 65233-1358
OFFICE PHONE (660)882-5479 FAX PHONE (660)882-8218
EMAIL ADDRESS: waterbilling@boonville-mo.org

Pay Water Bill Online at www.boonvillemo.org – Click on “Pay Water Bill”
Or Pay Water Bill by our Toll-Free Number (855)343-0709

NOTICE

The City of Boonville is required to reveal the utility customers **Name and Address** upon request, **except for those residential customers who request non-disclosure**. Any request made to the City of Boonville, will **REQUIRE** completion of Sunshine Law Request Form (Request for Public Records). **If you do not want your name disclosed, please, advise the Billing Clerk and your account will be flagged for non-disclosure of this information.**

DEPOSITS

Deposits are required for new customers. These deposits are based on the size of meter. That information may be obtained through the water department. (Ord. Sec. 21-163 (b) & (c))

The Deposit, based on a typical 5/8-inch residential meter, is a total of **\$200.00**. (\$190 for water fund, \$5 for sanitation fund, non-refundable \$5 service fee). Deposits are refundable after 12 consecutive billings without delinquencies in payment.

WATER CHARGES

According to meter size (Ord. Sec. 21-157 (a) (4) (c))
(Basic residential meter is 5/8 and 3/4 inch)

| <u>Meter size (inches)</u> | <u>Minimum monthly charge</u> |
|----------------------------|-------------------------------|
| 5/8 and 3/4 inch | \$ 32.24 |
| 1 inch | \$ 54.66 |
| 1 1/2 inch | \$ 92.53 |
| 2 inch | \$ 138.77 |
| 3 inch | \$ 245.30 |
| 4 inch | \$ 398.09 |
| 6 inch | \$ 779.39 |
| First 1000 gallons--- | ---minimum charge |
| Next 9000 gallons--- | ---\$ 8.90 per 1000 gallons |
| Next 40,000 gallons--- | ---\$ 6.93 per 1000 gallons |
| Any additional gallons--- | ---\$ 6.37 per 1000 gallons |

SEWER CHARGES

A fixed charge of **\$25.51** is charged per meter. Each meter is also charged **\$9.54** per 1000 gallons of water. This charge is a commodity charge for operations and maintenance. For a total of **\$35.05** for minimum usage.

The sewer rate is based on water consumption from October through March. New rates will appear on the following May bill. (Example new customer in December 2022—new average will apply May 2024). New customers will be charged the average of 4000 gallons, at the rate of **\$63.37** per month. (Ord. Sec. 21-148 (d) (3))

SANITATION CHARGES

Sanitation Rate is a fixed charge for **\$22.50** per residential unit, and **\$28.55** for 1 time per week hand stop pickup per commercial unit. (This will differ if there are additional pickups needed and if containers are needed). Residential Trash will be provided **ONE** Contractor owned container at no additional cost for the collection of waste. Any residential unit may request the use of **ADDITIONAL CONTAINERS** for a monthly fee of **\$5.00 PER EXTRA CONTAINER**. (Ord. Sec. 21-181 (a) & (b) & (b) (1) & (c) & (d))

FUEL SURCHARGE

Fuel Surcharge is an authorized and imposed fee per unit of Sanitation. The fee will be variable by quarter, calculated by city staff and the service provider, as set forth in the service provider's contract with the city. The imposed fuel surcharge fee is per sanitation unit. (Ord. Sec. 21-181 (e))

Mastercard, Visa, and Discover Card Payments Accepted
Automatic Bank Drafting from Checking and Savings Accounts Available

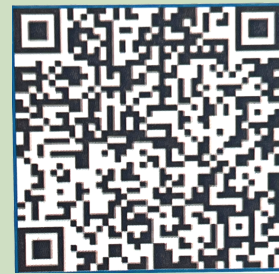
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City Of est. 1839

BOONVILLE

***Pay your utilities online
or by automated
phone system**



Pay Online

<https://www.boonvillemo.org>



Pay By Phone

call 855-343-0709

- Credit card payments will **NOT** be taken over the phone at our local office, you will have to call 855-343-0709
- Access your account online or call to hear real-time account balances, payment amounts and due dates
- Have access to your account or make a payment 24 hours a day, 7 days a week and 365 days a year
- Enter your information securely through an automated system

IF YOU HAVE QUESTIONS, CALL 660-882-5479

CITY OF BOONVILLE RESIDENTIAL YARD WASTE INFORMATION

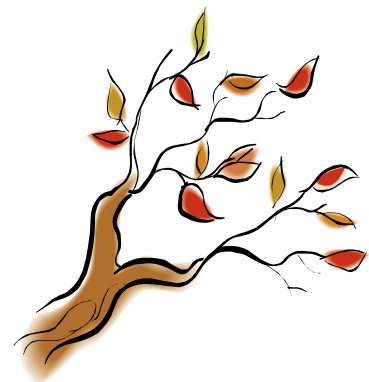
The code of General Ordinances of the City of Boonville defines yard waste as:

Unwanted or discarded leaves, grass clippings, yard and garden vegetation and tree limbs less than one half (1/2) inch in diameter and three (3) feet in length.

Yard waste, as defined, must be accumulated in bags (**not more than twenty-five (25) pounds**) or tied in bundles not exceeding two (2) feet in diameter, and placed at the curb (Not in the alley) to be removed by City Personnel, on the first available Monday. Nothing with thorns will be picked up. Yard waste in Trash Cans **WILL NOT BE TAKEN!** Yard waste should be ready for removal by 7:00 A.M.

Material exceeding the defined limits of yard waste may be deposited at the yard waste site behind City Services Building.

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WM Corporate Services
P O Box 4648
Carol Stream, IL 60197-4648
Phone Number: 1-866-909-4458

RESIDENTIAL TRASH SERVICE INFORMATION

- ◆ **The City of Boonville will bill you for your residential trash collection. For questions regarding billing, call the water billing office at (660)882-5479.**
- ◆ **Trash must be placed inside the WM Supplied 65-Gallon Roll Cart and should be placed curbside at least three feet away from all objects including a second cart (if you rent one), mailbox, cars, or trees. Place wheels of the cart toward house. All trash bags must be bagged and fit in the cart with the lid firmly closed. Loose trash outside the cart, bags outside the cart, or carts with lids not firmly closed, WILL NOT be picked up.**
- ◆ **Trash must be available for pick up by 6:00 AM.**
- ◆ **The following items WILL NOT be picked up with normal household trash: yard waste, appliances, large automotive/truck parts, demolition debris and/or hazardous or potentially hazardous materials. NOTE: Check with a local tire or salvage yard for proper tire and/or appliance disposal.**
- ◆ **Does WM have a phone app or a website I can use?**
Yes! WM has a phone app and a website. <https://www.wm.com/us/en/home/residential-waste-recycling-pickup> For both the website and the phone app, you will need to first get your WM account number. Since trash service is billed through the City, please call **1-866-909-4458** and ask a representative for your account number. Once you have your account number you can create an online or phone app account to get updated information.
- ◆ **I need to arrange for household service, I am unable to take my roll cart down to the curb, how do I arrange for this?**
Contact City of Boonville, Public Works Director, **(660)882-5257**, to arrange for household service. This is what used to be known as “back door” service. Household service is only for handicapped and/or elderly residents physically incapable of moving their cart. Requests for household service will need to be verified. For household service, the cart must be in the front of the house, visible from the road. The driver will pull it down to the street, service it, then take it back to its original location. WM employees will not enter through gates, screened patios, garages, etc.
- ◆ **I am moving and have more trash than will fit in a roll cart, what are my options?**
Trash will need to be taken to the transfer station directly or **call WM directly at 1-866-909-4458** for further options.
- ◆ **I am renovating my house, what can I do with this trash?**
Call WM at **1-866-909-4458** to arrange for a “roll off dumpster”, which can be placed at your property for short term use and will be able to handle construction debris. Contact the City of Boonville Director of Public Works, **(660)882-5257**, for permission to set “roll off dumpster” on city streets, if necessary.
- ◆ **Who should I call if my garbage was missed?**
If your garbage was not picked up on your regular pick-up day, **call WM directly at 1-866-909-4458** to report a miss pick up. You may also notify WM through their phone app or website.
- ◆ **What are WM’s holidays?**
There are six holidays for 2024 and they are:
 - 1) **New Year’s Day** – 01/01/2024 – All services will be delayed one day.
 - 2) **Memorial Day** – 05/27/2024 - All services will be delayed one day.
 - 3) **Independence Day** – 07/04/2024 – Holiday falls on Thursday. Thursday pickup will be delayed until Friday, Friday services will be picked up on Saturday. (otherwise regular service)
 - 4) **Labor Day** – 09/02/2024 - All services will be delayed one day.
 - 5) **Thanksgiving** – 11/28/2024 – Thursday pickup will be delayed until Friday, Friday services will be picked up on Saturday. (otherwise regular service)
 - 6) **Christmas** – 12/25/2024 – Holiday falls on Wednesday. Wednesday pickup will be delayed until Thursday, Thursday services will be picked up on Friday, and Friday services will be picked up on Saturday. (otherwise regular service)
- ◆ **What is the quarterly pick- up days for bulk items?**
Bulk pick-up is planned for the following weeks:
 - 1) January 8 – January 12, 2024: **One Item** bulk pick up.
 - 2) April 8 – April 12, 2024: Spring Clean up.
 - 3) July 8 – July 12, 2024: **One Item** bulk pick up.
 - 4) October 7 – October 11, 2024: **One Item** bulk pick up.

Set out the large item for pick up with your roll cart on your regular trash day. Keep the large bulk item at least three feet from the roll cart to allow for the truck to pick up the roll cart.

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◆ **How will I know if trash is delayed due to bad weather?**

WM will alert City of Boonville of weather delays; the City will pass on the information to KWRT. If you signed up for notifications through the WM phone app or website, you will get notified by WM directly.

◆ **Do you recycle?**

WM does not offer recycling services in this area. Unlimited Opportunities offers drop off recycling at 1620 W. Ashley Road. Recycling needs to be sorted appropriately for drop off, plastic, aluminum cans, cardboard, glass bottles, junk mail, mixed paper, newspaper, and steel food cans are accepted. Unlimited Opportunities contact phone number is (660) 882-5576.

◆ **What are the hours of the transfer station?**

Monday – Friday, 7:30 AM to 4:00 PM; Saturday 7:30 AM to 11:00 AM. (Closed Saturdays in January and February). For more information call **(660) 672-4959**.

ROLL CART INFORMATION

Roll cart delivery began on March 21, 2022. Residents did not need to be home for the roll cart to be delivered, they were left at the curb. Roll cart automated collection began **APRIL 4, 2022**.

◆ **How much does an additional roll cart(s) cost?**

Every resident will receive one 65-gallon roll cart at no charge. Additional roll cart(s) cost \$5/month, per extra roll cart. This will be included on your monthly utility bill. Additional roll carts should be kept for a minimum of 1-year.

◆ **What if I decide I need a second roll cart? If I already have more than one WM roll cart, but only want one, what can I do?**

If you want to increase or decrease the number of roll carts, call Boonville Public Works at **(660)882-5257** to arrange for a second roll cart to be added to your bill. The City will relay the information to WM who will deliver the roll cart to your address. If you are reducing the number of roll carts, WM will pick up your additional roll carts. Please allow 30 days for roll carts to be picked up/dropped off. For extra roll carts you have called to have removed, please place them at the curb for removal.

◆ **How do I appropriately set out my roll cart for pick up?**

The side of the cart with the wheels and handle should face away the curb (toward the house) and three feet from a vehicle, mailbox, additional roll cart, tree, or other objects.

◆ **Does everything in the roll cart have to be bagged?**

Large, bulky items may be placed in the roll cart unbagged; however, household trash should be placed in the roll cart bagged. The lid must be firmly closed on the cart.

◆ **What if I have a loose bag outside the trash bag or my roll cart lid will not shut because the cart is full?**

Only trash in the roll cart will be collected. The roll cart must be closed for WM to pick up your trash.

◆ **What should I do with my old trash cans?**

Residents have several options: 1) keep them and use them at home; 2) label them as “Dispose Container” and place them curbside, empty during the spring clean-up week (April 8-12, 2024); 3) crush/compact them and put them in their new WM roll carts; or 4) dispose of them by taking them to the transfer station.

◆ **Can I put my name on the roll carts?**

Do not put your name or address on the roll carts. If a roll cart goes missing, call WM and they will deliver a new one to you.

◆ **What do I do with roll cart(s) if I am moving?**

The main roll cart should stay with the property. If you pay for an additional roll cart(s), you should take those with you to the new address if you are moving in town. If you are moving out of town ALL roll carts should stay at the property.

◆ **Will the location of my trash pickup change at my house?**

Place your new WM Trash Cart on the same roadway or alleyway that you previously placed your personal trash container. If for any reason it is not collected in that location, **contact 1-866-909-4458**. Trash must be placed inside the WM Supplied 65-Gallon Roll Cart and should be placed curbside at least three feet away from all objects including a second cart (if you rent one), mailbox, cars, or trees.

TRANSFER STATION

The Transfer Station is located at **690 Al Bersted Drive**, for all residents of Boonville to utilize. They **DO NOT** take Freon Appliances or Asbestos materials. The hours of the Transfer Station are **Monday – Friday, 7:30 AM to 4:00 PM; Saturday 7:30 AM to 11:00AM**. (Closed Saturdays in January and February). **To reach the transfer station directly, that number is (660)672-4959.**

YARD WASTE DISPOSAL

Residents of Boonville can bring their grass, leaves, limbs, real Christmas trees, and other yard waste material to the yard waste area behind the City Services Building, 1200 Locust Street.

SPECIAL PICK UPS/CONTAINERS

Various size containers are available for projects such as new construction, remodeling, general clean up, etc. Please contact **WM directly at 1-866-909-4458** for further information.

THANK YOU FOR YOUR COOPERATION. WE APPRECIATE THE OPPORTUNITY TO SERVE YOUR COMMUNITY.
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HOW TO DETERMINE IF YOU HAVE A WATER LEAK

Other than actually seeing running water, the best method to check for a water leak is to take water readings. This method checks the entire internal plumbing system for leaks. Read the meter just before going to bed or whenever no one will use any water. Read the meter again in the morning or after a few hours of non-use. The two readings should be the same. If they are not the same, and you cannot account for the use of a humidifier, ice cube maker, toilet flush, water filter, or water softener, then you have a leak.

From our experience, most of the leaks in plumbing systems are found at the toilet tank. Malfunctioning water softeners and humidifiers run a distant second and third. Toilets leak at the bottom of the tank around the flapper or at the top of the tank at the overflow tube. To test the flapper, remove the tank lid and mark the water level. Shut off the water supply to the toilet. If after 30 minutes, the water remains on the mark, the flapper is not leaking. The water level in the toilet tank should be at least one inch below the top of the overflow tube. If the water level in the tank, is at the top of the overflow tube, that is where a leak may be. The float that controls the water level in the tank should be adjusted so that the level is at least one inch below the top of the overflow tube. Toilet tank leaks typically result from worn or misaligned parts of the flushing mechanism. Most repairs can be done by an experienced “do it yourselfer”.

Another test that can be done on toilets is by putting food coloring or laundry bluing in the tank of the toilet. Wait for an extended period of time, (couple of hours while everyone is at work or overnight). When that time period is up, check to see if the laundry bluing or food coloring is in the bowl of the toilet. If it is, your toilet is leaking. If the bluing or food coloring is not found in the tank (where you put it), or the bowl of the toilet, then that means it has already gone to the sewer, and your toilet has a major leak.

Water leaks are costly. A typical toilet leaking constantly, all month long, can add \$1100.00 to your water bill in one month.

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STOP WATER THEFT

The City of Boonville Water Department is pleased to provide you with high quality water at the lowest possible cost. People using water illegally—such as using unmetered water—not only denies the water system money each year but also imposes costs on other paying customers. The following outlines what you can do to assist us in locating water theft.

The following conditions may cause us to be suspicious that water theft is occurring at a property:

- ❖ Meter readings that are lower than the history for previous readings;
- ❖ Low consumption based on knowledge of average water consumption; and
- ❖ Refusing to allow meter readers to access a property to obtain an actual reading.

Water theft is a serious offense and can result in significant fines as well as criminal or civil prosecution. In addition to any penalties, anyone caught stealing water will be charged for the water they used through an estimated calculation.

Water theft has a negative effect on all City of Boonville Water customers. We appreciate your assistance in locating illegal connections. We encourage rental property tenants to report any signs of water theft. If you are aware of water theft taking place in a property, or are suspicious that water theft may be occurring, please contact us at (660) 882-5479.

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FIX A WATER LEAK



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The U.S. Environmental Protection Agency's WaterSense® program is reminding Americans to check their household plumbing fixtures and irrigation systems for leaks.

The Facts on Leaks:

- Leaks can account for, on average, 11,000 gallons of water wasted in the home every year, which is enough to fill a backyard swimming pool.
- The amount of water leaked from U.S. homes could exceed more than 1 trillion gallons per year. That's equivalent to the annual water use of Los Angeles, Chicago, and Miami combined.
- Ten percent of homes have leaks that waste 90 gallons or more per day.
- Common types of leaks found in the home including leaking toilet flappers, dripping faucets and other leaking valves. All are easily correctable.
- Fixing easily corrected household water leaks can save homeowners more than 10 percent on their water bills.
- Keep your home leak-free by repairing dripping faucets, toilet valves, and showerheads. In most cases, fixture replacement parts don't require a major investment and can be installed by do-it-yourselfers.
- The vast majority of leaks can be eliminated after retrofitting a household with new WaterSense labeled fixtures and other high-efficiency appliances.

Leak Detection:

- A good method to check for leaks is to examine your winter water usage. It's likely that a family of four has a serious leak problem if its winter water use exceeds 12,000 gallons per month.
- Check your water meter before and after a two-hour period when no water is being used. If the meter does not read exactly the same, you probably have a leak.
- One way to find out if you have a toilet leak is to place a drop of food coloring in the toilet tank. If the color shows up in the bowl without flushing, you have a leak. Make sure to flush immediately after this experiment to avoid staining the tank.

Faucets and Showerheads:

- A leaky faucet that drips at the rate of one drip per second can waste more than 3,000 gallons per year. A home with WaterSense labeled toilets could use that water to flush for six months!



FIX A WATER LEAK



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- Leaky faucets can be reduced by checking faucet washers and gaskets for wear and replacing them if necessary. If you are replacing a faucet, look for the WaterSense label.
- A showerhead leaking at 10 drips per minute wastes more than 500 gallons per year. That's enough water to wash 60 loads of dishes in your dishwasher.
- Most leaky showerheads can be fixed by ensuring a tight connection using pipe tape and a wrench.

Toilets:

- If your toilet is running constantly, you could be wasting 5000 gallons of water or more every day.
- If your toilet is leaking, the cause is most often an old, faulty toilet flapper. Over time, this inexpensive rubber part decays, or minerals build up on it. It's usually best to replace the whole rubber flapper—a relatively easy, inexpensive do-it-yourself project that pays for itself in no time.
- If you do need to replace the entire toilet, look for a WaterSense labeled model. If a family of four replaces its older, inefficient toilets with new WaterSense labeled ones, it could save more than 16,000 gallons per year. Retrofitting the house could save the family approximately \$2,000 in water and wastewater bills over the lifetime of the toilets.

Outdoors:

- An irrigation system should be checked each spring before use to make sure it was not damaged by frost or freezing.
- An irrigation system with pressure set at 60 pounds per square inch that has a leak 1/32nd of an inch in diameter (about the thickness of a dime) can waste about 6,300 gallons of water per month.
- To ensure that your in-ground irrigation system is not leaking water, consult a WaterSense irrigation partner who has passed a certification program focused on water efficiency; visit www.epa.gov/watersense for a complete list of irrigation partners.
- Check your garden hose for leaks at its connection to the spigot. If it leaks while you run your hose, replace the nylon or rubber hose washer and ensure a tight connection to the spigot using pipe tape and a wrench.

About EPA's WaterSense Program

WaterSense is a partnership program sponsored by the U.S. Environmental Protection Agency. It's mission is to protect the future of our nation's water supply by promoting and enhancing the market for water-efficient products and services. Currently, there are more than 250 WaterSense labeled toilets, 700 labeled faucets and faucet accessories, and more than 600 certified irrigation partners. WaterSense labeled products must achieve independent, third party testing and certification to prove they meet EPA's rigorous criteria for efficiency and performance. For more information, visit www.epa.gov/watersense.



Authorization for automatic debit via the Automated Clearing House (ACH)

Debit From:

Customer's Name: _____

Water Account #(s): _____

Name of Bank: _____

Bank Address: _____

City: _____ State: _____ Zip Code: _____

Bank ABA #: _____ Social Security # _____

Bank Account #: _____ () DDA-Checking () Savings

\$ Amount (or range): Water Bill Amount Frequency: Due Date day of each month.

As a convenience to me, I hereby authorize you to charge my account in the amount and frequency stated above, provided there are sufficient collected funds in said account to pay the same upon presentation. The authority is to remain in effect until revoked by me in writing, and until you actually receive such notice. I further agree that if any such payment is dishonored, whether with or without cause and whether intentionally or inadvertently, you shall be under no liability whatsoever even though such dishonor results in a loss to my account.

X _____ Date: _____, 20____
Signature as shown on Bank Records

ATTACH VOIDED CHECK (for checking account) or deposit slip (for savings account) below.