

**Customer Information Sheet
New/Transferred Service**

Date: _____

Service Address: _____

Billing Address: _____
(If you want it mailed elsewhere)

Name: _____

Home Phone: _____ Cell Phone: _____

Birthdate: _____ SSN: _____

Other Name: _____
(Co-Owner of the Deposit such as husband/wife/partner)

Home Phone: _____ Cell Phone: _____

Other Contact Person: _____
(Someone we can discuss the account with that may not necessarily be a Co-owner)

Home Phone: _____ Cell Phone: _____

Property Owner: _____ Phone: _____
(If someone other than you is on the deed)

Do you wish to sign up for Auto-Draft? Y / N *(Separate Sign-up Form & Need Voided Check)*

Would you like to sign up for text reminders? Y / N

I understand that in signing up for water, sewer and trash service at the above stated address, I am fully responsible for all charges incurred while the account is under my name, as well as any bills and/or final bills outstanding that will be generated after my previous address's service has been disconnected. Full terms on Page 3.

Signature: _____

Office Use Only

Account # _____

Deposit # _____

Location # _____

License # _____

Trash _____



T1 - Curb service, one pickup per week, at the rate of **\$10.50** per month. This service is only valid if the customer purchases a toter (95 gallon cart). Contractor will offer for sale, these toters for \$100.00 each. An equal substitute toter may be used, with individual written approval of the substitute by a representative of Contractor. All trash must be bagged inside the toter. It is the resident's responsibility to keep the toters clean. Curb service customers will be limited to one toter, at capacity with the lid shut, per week.



T2 - Curb service, one pickup per week, at the rate of **\$13.00** per month. This service is offered only with a toter being rented by the customer. The rate includes the rental payment of the toter. All trash must be bagged inside the toter. It is the resident's responsibility to keep the toters clean. Curb service customers will be limited to one toter, at capacity with the lid shut, per week.



T3 - Carry out or tub out service, one pickup per week, at the rate of **\$16.00** per month. A toter is not included with this service. Residents requesting carry out or tub out service; must securely bag all trash, must provide reasonable and safe access to trash, must segregate trash in a location and manner where it is easily identifiable as trash. Contractor will not be required to climb any fence or wall, go through a locked gate, or enter a yard that has an unsecured animal. Contractor will also not be required to pickup trash that is loose and scattered, except if the contractor causes the trash to become loose and scattered. Tub out customers will be limited to eight (8) thirteen gallon bags or equivalent to one (1) ninety-five gallon container per week. Each bag or container must not exceed fifty (50) pounds. Type of Containers shall be disposable solid waste containers originally manufactured for the purpose of containing solid waste. Containers must be tied or closed properly and all contents should be bagged.

Customers (regardless of type of service) may place 1 large or bulky item at the curb per week free of charge. Arrangements may be made with Dayne's to remove additional items *for a fee*.

Date:

Name (as it appears on water bill) Please **Print**

Service address (please be sure if the billing and service addresses are different, to use the service address.)

Signature

All water bills are due on the 10th of each month. If you are a tenant or otherwise non-owner occupied property, your water will be disconnected if not paid by noon on the 13th. If the 13th falls on a weekend, they will be due on the following Monday by noon. They must be paid to a zero (\$0) balance or they will be subject to disconnection. Delinquent fees of \$25.00 will be added at 12:01 pm and disconnects will go out.

If you are a homeowner, you have until the afternoon of the 15th of each month to pay before late fees will be assessed and final notices sent out. You will have a final 10 days to pay your bill, including late fees. The last day to pay is the close of business (4:30 p.m.) on the 25th. If the 25th falls on a weekend, the final due date will be the following Monday by close of business. The delinquent fee of \$25.00 will be charged at 8:01 am on the shut off day. Your delinquent fee, plus the past due balance will have to be paid in order to restore service.

If the account is paid before actual disconnection, the work order may be cancelled, but the delinquent fee will still have to be paid. (It is a delinquent fee and not a reconnect fee). If the account is settled between the hours of 3:30-4:30 pm, and you want *same day reconnection*, there will be an additional service fee of \$22.50. There will be no reconnects done after 4:30pm. City employees may not be called by telephone or approached at home to restore service after 4:30pm. There will be NO EXCEPTIONS.

In signing up for water, sewer, and trash services, you are fully responsible for all charges incurred while the account is in your name and by signing this document, you agree that you have read and understand the policies explained therein.

Signature _____

(Your Copy of Agreement)

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Additional Information...

If you have an afterhours water emergency that does not apply to non-payment shut-offs, you can call the Police Department at 573-754-4021, and they will contact Water Standby to respond to the situation.

*You may sign up for the Portal to view your account at any time or enroll in email billing by going to <https://www.utilitybillingsystem.net> and follow the prompts.

*You can pay your bill online at the City's website louisiana-mo.com. Then chose "Online Payments" (louisiana-mo.com/portal.php)

4/5/2019

Dear customer:

Recently, we have received numerous inquiries about what the "additional transactions" line is on your water bill. As always, we want to keep our customers informed of their charges. The back of this page shows a postcard bill as well as a full page bill.

I have labeled the lines and they are as follows:

1. **Balance Forward:** Your balance forward as of the last day of the previous month.
2. **Payment:** Payments made after the 1st of the month, but before current billing is generated.
3. **Primacy Fee:** The state legislature enacted the Public Drinking Water Primacy Fee in 1992 to establish a dedicated funding source to support the Missouri Department of Natural Resources' efforts to ensure adequate water that is safe to drink. The primacy fee provides funding necessary to implement the federal and state Safe Drinking Water Act regulations and maintain delegation of the federal public drinking water program. This delegation is called primacy, which means public drinking water systems are regulated by the state agency instead of the federal government.
4. **Sewer:** Minimum sewer charge as well as cubic feet used. The sewer charge is based on your water usage.
5. **Trash Charge:** Residential trash pickup charges. Commercial accounts are not handled through the water department.
6. **Water:** Minimum water charges as well as cubic feet used.
7. **Tax Charges:** Sales and utility tax charges based on water usage.
8. **Capital Improvement:** 5% capital improvement based on the water surcharge (#14).
9. **Capital Improvement:** 5% capital improvement based on actual water usage (#6).
10. **Capital Improvement:** 5% capital improvement based on the water debt surcharge (#13).
11. **Sewer Debt Surcharge:** Flat monthly fee used to service the debt for the Georgia Street Corridor project.
12. **Sewer Surcharge:** Flat monthly fee used to service the debt for the I&I study mandated by Department of Natural Resources.
13. **Water Debt Surcharge:** Flat monthly fee used to service the debt for the Georgia Street Corridor project.
14. **Water Surcharge:** Flat monthly fee used to service the debt for the LT2 project mandated by Department of Natural Resources, as well as upgrades to the water plant.

As you can tell with the cards, the space available to print all of the line items is significantly limited. In this particular bill, it added lines 10-14 together and labeled them as "additional transactions". We are working with our software engineers to see if they may be able to revise the cards to show more details.

We are offering this in lieu of full page billing due to the monthly full page billing would drive costs up immensely and the water department does not have ample staff for this process.

If you have any additional questions, please do not hesitate to e-mail or call me, or stop by the office. We would be happy to print a full page bill at your request.

Thank you

Christina Boyd
Enterprise Office Manager

11/01/2018 - 12/03/2018

Balance Forward: 11/30/2018			99.17	
12/10/18 Payment Check			-100.00	
PRIMACY FEE			0.25	
SEW 52,766	559		44.72	
Trash Charge			10.77	
WAT 52,766	559		29.12	
Tax Charges			1.88	1/10/2019
12/18/18 Capital Improvement			0.20	
12/18/18 Capital Improvement			1.46	
12/18/18 Additional Transactions			16.17	
		\$107.85		\$103.74



\$107.85 \$4.11 \$103.74

1/10/2019

ACCOUNT #	LOCATION #	SERVICE ADDRESS	SERVICE DATES
			11/01/2018 - 12/03/2018

POSTED DATE	DESCRIPTION	CURRENT	PREVIOUS	USAGE	READING DATES	DAYS	AMOUNT
	Balance Forward: 11/30/2018						99.17 1
12/10/2018	Payment Check						-100.00 2
12/18/2018	PRIMACY FEE						0.25 3
12/18/2018	SEWER	52,766	52,207	559	11/01/2018-12/03/2018	32	44.72 4
12/18/2018	Trash Charge						10.77 5
12/18/2018	WATER	52,766	52,207	559	11/01/2018-12/03/2018	32	29.12 6
12/18/2018	Tax Charges						1.88 7
12/18/2018	Capital Improvement						0.20 8
12/18/2018	Capital Improvement						1.46 9
12/18/2018	Capital Improvement						0.22 10
12/18/2018	Sewer Debt Surcharge						4.56 11
12/18/2018	SEWER Surcharge						3.03 12
12/18/2018	Water Debt Surcharge						4.33 13
12/18/2018	Water Surcharge						4.03 14

PAYMENT LATE AFTER	AFTER DUE DATE PAY	PAY ON TIME AND SAVE	STATEMENT DATE	PAY THIS AMOUNT
1/10/2019	107.85		12/19/2018	103.74

1/23/2018

Online portal instructions

Go to: <https://www.utilitybillingsystem.net>

Click "consumer registration"

Follow the instructions, entering your information into the system. Use all capital letters. (If you need assistance with making sure the name is correct, contact the water department. If it does not match what is in our records, it will not work.)

After you are signed up, you can view your bills at any time. You can also sign up for paperless billing in your settings. If you are on paperless billing and a disconnection notice needs to be sent, this will be sent via post card.

If you need assistance, please do not hesitate to contact the water department at 573-754-4591, and we will be happy to assist you in the setup process.

Christina Boyd

City of Louisiana Enterprise

202 S 3rd St Suite 115 Louisiana, MO 63353

Phone (573) 754-4591 FAX (573) 754-5869 Office Hours: 8:00 a.m. to 4:30 p.m. Mon-Fri

Not responsible for mail delivery, checks in transit and/or checks lost in transit. Failure to receive bill does not excuse payment.

Payment of this bill is due in our office on or before the 10th of each month. If full payment is not received by the 15th, a 10% late fee will be added to your account.

If payment of this bill for Non Owner occupied Shut-Offs is not made by 12 p.m. on the 13th (or 1st business day following, if the 13th falls on a weekend or holiday), at 12:01 p.m. a Delinquent Fee of \$25 will be assessed and disconnects will commence.

Payment for all other accounts can be made no later than close of business on the 25th. Delinquent Fees of \$25 will be added at 8:00 a.m. the following business day and your service will be Shut Off with no further notice.

Payment must be made in full (plus \$22.50 if reconnected between 3:30 and 4:30 p.m.) before service can be restored.

**Make check payable to & remit to: City of Louisiana Enterprise 202 S 3rd St, Louisiana, MO 63353
Or pay in person at the Water Office**

If paying after hours, drop box is located in rear parking lot. Payments deposited after hours will be credited on the next business day.

RATES AVAILABLE UPON REQUEST

Please address any billing disputes by calling the office prior to your Due Date

To ensure proper credit, please return this stub with payment.

* You may sign up for paperless billing at <https://www.utilitybillingsystem.net>. Payments can also be made for a small processing fee on the City of Louisiana's website at www.louisiana-mo.com. *