

Updated 8-19-202 Customer Information Packet

Clarksdale Water Department

Policies

As a new water user, we welcome you to the city and hope this information will be helpful. If you have any questions or concerns, please feel free to contact our office. We will do everything we can to answer any of your questions.

This booklet is a “customer information packet” and summary of policies of the City of Clarksdale and its Water Department. For a complete record of rules and regulations see the Clarksdale Municipal Code Book Chapters 110-113.

The City of Clarksdale began its water distribution system in 1963 with water supply and treatment from a well located to the south of Clarksdale. The city’s water tower was built at that time as well. In 1976 the city entered into a water supply contract with PWSD #1 of DeKalb County. Our water supply comes from ground wells in the St. Joseph area, is treated by Missouri-American Water Company, then delivered to PWSD No. 2 Andrew County, PWSD #1 of DeKalb County and then to the City of Clarksdale.

The Clarksdale City Hall is located at 114 N. Main Street. Regular office hours are 9:00 am to 2:00 am, but whenever the city clerk is there, you are welcome. City council meetings are held on the third Tuesday of each month at 6:30 p.m. The city hall telephone number is (816) 393-5363. **Alex Pfouts**, the part-time Water/Sewer Supervisor, may be contacted at **(816) 385-3364**. Please be aware that he works another day job and goes to school, he may not answer immediately. The Mayor, Zech Hays, may be contacted at **660-483-0305**, but has a day job as well.

The City has an e-mail address of cityofclarksdale@yahoo.com.
The City web-site is clarksdale-mo.com

The City of Clarksdale is in compliance with the newest rules and regulations established by the Environmental Protection Agency (EPA) and the Missouri Department of Natural Resources (DNR) pertaining to the Safe Drinking Water Act and lead content in water. We send two samples per month to the DNR laboratory in Jefferson City for testing. These samples are taken from set locations across the city.

A Consumer Confidence Report (CCR) is made available annually. This report is provided online, or on our website, or mailed to customers at their request, to notify the public of all constituents found in our drinking water and what levels of each constituent is allowable by the Department of Natural Resources (DNR). Anyone interested in obtaining a copy of CCR report can call our office and we will gladly mail a copy to you.

Billing Procedure

Water bills are mailed on the 1st of each month. **All bills are due by the 15th of the month by 5:00 pm. A five (5) percent penalty is added to your billing amount if not paid before 16th of the month.** No customer may owe for more than 45 days of water & sewer service.

Example: If a water & sewer bill is sent to a customer on March 1st, it is due by the 15th of (March), a 5% penalty is assessed after the 15th and water service is disconnected if payment is not received by the end of the next month (April).

Payment of bill:

Online: at clarksdale-mo.com .

In Person: City Hall, 114 N. Main Street, Mon-Thurs 9-2 or whenever the little blue car is here.

24/7: A drop box located to the left of the door at City Hall, 114 N. Main Street. Only checks or money orders may be deposited in the drop box, NO CASH. We cannot accept post-dated checks.

Mail: Payments may also be mailed to **P.O. Box 47, Clarksdale, MO 64430-0098.**

All bills are based on actual meter readings unless inclement weather prevents us from locating and reading the meter. In this case, your bill will be estimated.

The Water Department tries very hard to make sure billing addresses are accurate. If you have a change of address, please contact us immediately so that we may update our records. The Water Department is not responsible for the mail service. If you have not received a bill by the end of the first week of the month, please contact the office. We will be happy to send a new bill or inform you of any balance owed over the telephone.

If a customer has a bill he/she is unable to pay, he/she may contact the city clerk or an alderman. The reason may be explained, and payment plan can be negotiated, written, and signed through the city clerk. The clerk will delay the shut-off until the payment schedule can be presented to the presented and approved at the next council meeting. If the arrangement is not approved, the plan may be adjusted one time. If the customer does not adhere to the written plan, the water will be shut-off without further notification and the total amount plus the \$50.00 reconnect fee and possible additional deposits will be assessed prior to reconnection.

Bad Checks

There is a \$25.00 NSF fee charged for checks written with Non-Sufficient Funds. Any amounts owed will be added back into your account along with any related late charges. Any customer who has **two or more "NSF Checks"** in any 12-month period will be required to make any and all future payments for water & sewer service by cash, money order or certified check.

Discontinuance and Reconnection of Services

Our office Does NOT send delinquent payment or shut-off notice.

Payments are due the 15th of the month at 5:00 pm, unless the 15th is a holiday or a weekend, then it is due the next business day.

Should the water be shut-off, it will not be turned on until all past due, current due, and fees and paid. The service will be turned on during regular business hours of 9 a.m. to 4:30 p.m. Central Time.

Should a disconnect work order be generated to turn off a water service and then a customer pays in full at that time, a \$25.00 "Service Fee" will be assessed.

If the Water/Sewer Supervisor goes to the home to shut-off the water the water, and the customer pays the total bill at that time, a service fee of \$25 is charged and no reconnection fee is generated.

Should the water be turned off two (2) or more times within an 12 month period, an additional deposit shall be required in the amount of \$50.00.

To reconnect water service, a **reconnect fee of \$50.00** must be paid in addition to payment of entire delinquent and current amount due in addition to any fees and deposits

New Service and Meter Deposits

All new customers must sign a user agreement. All water users who own the property must pay a deposit of \$150.00, and renters must pay \$250.00 in cash or money order. If you would like to pay by check, the water will not be turned on until the check clears the bank. The Deposit will be held until such time that the customer moves from our city. At that time the deposit, minus any balance due to the water department, will be refunded. If a customer leaves without notification or forwarding address, and leaves his water deposit untouched, the city will retain the amount for 1 year. After that time, the abandoned deposit amount will be turned over to the state as unclaimed property.

Water User Deposit (Owners) = \$150.00, (Renters)= \$250.

All tenants of rental property must provide the Water Department with owner information and a copy of the lease. All owners must acknowledge that it is the responsibility of the property owner to notify the Water Department of any tenant change. All property owners must acknowledge that if the rental property is vacant and the water remains on, they are responsible for the bill.

If you decide to move or sell your property, please give us at least one-week notice. We will take the final bill out of your deposit and mail your refund. If you choose to pay your final bill, the entire deposit will be mailed to you. If you do not provide the Clarksdale Water Dept with a

forwarding address, the deposit will be mailed to the last known Clarksdale address. **If this letter is returned to us, and no contact is received from the customer within 60 days of the date the letter is returned, your deposit will be kept for 1 year, then turned over to the state as unclaimed property.**

If a customer moves away and leaves an outstanding bill, a final notice will be sent to the last known address. After 60 days of no response, the customer's bill will be turned over to our collection agency.

Water Rates

New rates passed 5-21-2020

\$30.00 (minimum monthly bill), First 1,000 gallons of water

\$16.25 for each 1,000 gallons thereafter

Sewer Rates

\$23.00 (minimum monthly bill), First 1,000 gallons of water used.

\$3.00 for each additional 1,000 gallons of water used.

Inquiry, Service and Complaint Procedures

If you ever have any questions or complaints, please feel free to call the Water Department at City Hall at **(816) 393-5363**. We hope you will call us when you have a concern. We can all benefit from open lines of communication.

If you believe that your meter was read incorrectly or if you have a question concerning your bill, please contact the water department as soon as you receive your bill. We will reread your meter as soon as possible.

Large Leak:

If you experience an in ground break or large leak in one month, resulting in the bill adding \$100.00 or over to your average monthly payment, the amount lost in the leak can be billed at the city's cost, instead of at retail. Your sewer bill can also be adjusted to reflect a normal monthly charge if leaking water did not go down the sewer. If these situations occur, contact City Hall and request adjustment.

Water Meter and Service Line Leaks

The Clarksdale Water Department policy states that the customer is responsible for his/her own water supply lines. This consists of the lines from the meter to the house, as well as those inside the house. The Water District maintains and operates the main lines of its system. The amount of water that goes through the meter will be billed to the customer for monthly water charges.

The customer can check for leaks in their own system. There is a small triangle on the face of the meter. This is called a **Leak Indicator**. Customers will need to make sure that every faucet/water supply in the house is off (washing machine, dishwasher, toilets, faucets inside and out, hydrants, etc.). Then look on the face of the meter at the leak indicator. You will have to watch it for at least ten minutes. If you see any movement of the leak indicator, or if the number changes on the register, you have a leak. Ground water collects in some meter pits, depending on the location. This is not necessarily an indication you have a leak.

Termination of Service Due to Leak

When any resident / water customer is informed that they have a leak in their water service line or residence and fail to repair such leak in a timely manner, water service to such residence shall be terminated until such time repairs are completed.

No cross-connection shall be permitted. A cross-connection is any connection between a potable (drinkable) water source and a non-potable water source, either directly or indirectly. The water supervisor has the right to inspect customer homes in order to enforce this provision if a violation is suspected. This is in order to maintain a safe and healthy water supply for our city.

Maintenance

The City will make all reasonable efforts to supply continuous service; however, it has the right to interrupt service for the purpose of making repairs, connections, extensions, or other necessary work. Efforts will be made to notify water users of interruptions, when possible, but the City is not responsible for any loss due to interruption.

Damage to City / Water Dept. Property

Water mains, water meters and meter setters are the property of the City of Clarksdale and its water department. Residents are required by Missouri state law to contact Missouri One Call System before any digging / excavation. The contact number for Missouri One Call is **1-800-DIG-RITE** or **1-800-344-7483**.

Primacy Fees

Primacy fees are assessed to the Water District once a year by the Missouri Department of Natural Resources. The water primacy fee is **\$5.28** for a meter one inch or less, **\$21.00** for meters more than one inch but less than or equal to two inches, and **\$102.00** for meters more than two inches but less than four inches. The Sewer Primacy fee is **\$.80** per year. These fees are billed on each account before August 1 of each year and then paid to the State of Missouri for water testing, which they require us to submit monthly. This fee is collected by all water districts in the State of Missouri in lieu of raising State taxes. The "Primacy Fee" is listed on your water bill as "**WPF**" which is an abbreviation for "**Water Primacy Fee**". The sewer primacy fee is "**SPF**".

Additional Clarksdale Water Policies:

1. The Clarksdale Water Department can adjust a sewer payment for filling a swimming pool **once** a year. This is done by calling the City Hall and making **prior** arrangements with the water supervisor and the city clerk.
2. The city fire hydrants are not to be opened for any reason for use by any citizen other than the authorized fire department personnel.
3. Water meter are not to be turned on/off, for any reason, by a citizen, other than the Water/Sewer Supervisor, a member of the City Council, or other person(s) that have been hired to make repairs.

Summary of Costs

\$30.00 **Water rate**, minimum for first 1,000 gallons used
16.25 Cost per each 1,000 gallons used thereafter.

\$23.00 **Sewer rate**, minimum for first 1,000 gallons of water processed
3.00 Cost per each 1,000 gallons of water processed thereafter.

5% Late charge assessed if payment not received by 15th of month.

\$150.00 Water User Deposit (for Owners)

\$250.00 Water User Deposit (for Renters)

\$50.00 Reconnect fee (due to non-payment)

\$25.00 Returned non-sufficient check fee

\$25.00 Service Fee

\$5.28 Annual "Water Primacy fee" (Business rate, \$21.00)

.80 Annual "Sewer Primacy fee"