

Understanding Your PAPER UTILITY BILL



FROM - This is the date of your previous water meter reading.

TO - This is the date of your current water meter reading.

BILLING DATE - This is the date your bill is generated which is the 15th of the month.

PAST DUE - This is the amount owed from a previous month (as of the billing date) which must be paid by the 20th of billing date month. **IF NOT PAID IMMEDIATELY, SERVICE WILL BE DISCONNECTED.**

READINGS - This is your water meter reading from the previous month and the present month.

EST - If your present water meter reading cannot be obtained, your usage will be estimated and there will be an * in this column.

CONSUMPTION USED- This is the total gallons of water you used in the current billing cycle (difference between previous and present readings).

CODE - This indicates what the current charges are for. Billing code descriptions are on the back side of the bill.

CURRENT CHARGES - These are the amounts due from your current billing cycle based on consumption and rates (see FAQ section).

ACCOUNT NUMBER - This is your unique account number.

DUE DATE - This is the date your bill is due which is always by 4:00 pm on the 10th or the next business day if the 10th falls on a weekend or holiday.

TOTAL DUE - This is the total amount due, including the **past due** amount and current charges.

AMOUNT DUE AFTER DUE DATE - This is the total amount due after the due date with a 10% penalty included.

PROPERTY LOCATION-This is where the meter is located.

CITY OF RICHMOND • 205 Summit St. • Richmond, MO 64085

FROM	TO	BILLING DATE	PAST DUE
4/21/20	5/21/20	6/15/20	107.75

READINGS		EST	CONSUMPTION USED	CODE	CURRENT CHARGES
PREVIOUS	PRESENT				
184900	189350		4450	SW	55.60
				TR	12.75
184900	189350		4450	WA	37.47
				TX	.37

Sewer usage is the SAME as water.

ACCOUNT NUMBER	DUE DATE
	7/10/20
AMOUNT DUE AFTER DUE DATE	TOTAL DUE
213.94	213.94

PROPERTY LOCATION

PAY PAST DUE BY JUNE 20 TO AVOID DISCONNECT

ACCOUNT NUMBER: _____ DUE DATE: 7/10/20

AMOUNT DUE AFTER DUE DATE: 213.94 TOTAL DUE: 213.94

RICHMOND MO

RETURN SERVICE REQUESTED

PRESORTED First Class Mail US Postage Paid Permit No. 53 Richmond, MO

Sign up now for PAPERLESS billing and receive your monthly bill via email! Contact City Hall at 816-776-5304 or visit cityofrichmondmo.org for more information.

BILLING CYCLE: The number of days in each billing cycle may vary depending on water meter reading dates and number of days in each month. This may cause an increase or decrease in your current charges.

DISCONNECT: All bills not paid by the due date will be considered past due. If the **past due** payment is not received in full by the 20th of the billing date month, water service will be disconnected. To restore water service, you must pay the past due balance, a reconnect fee and a \$25.00 additional deposit.

FREQUENTLY ASKED QUESTIONS



What services am I being billed for?

Your monthly bill from the City of Richmond includes water, sewer and trash services.

What are the monthly rates for my water, sewer and trash services?

Water:

Base Charge - \$0.00
Usage Rate - \$8.42/1,000
Gallons (pro-rated after the
first 1,000 gallons)

***Last usage rate increase
was in 2007.**

Sewer:

Base Charge - \$20.09
Usage Rate - \$7.98/1,000
Gallons (pro-rated)

***Last base charge increase
was in 2014.**

***Last usage rate increase
was in 2009.**

Trash:

Trash/Yard Waste - \$12.75
Recycling (optional) - \$0.50
Senior Discount (65+) -
Trash/Yard Waste - \$10.75
Recycling - FREE

***Last rate increase was in
2012.**

***Yard Waste added in 2020.**

How is my water and sewer usage measured?

All customers have a water meter which measures the total gallons of water you use. Sewer usage is based on the water meter readings.

What are the options for paying my bill each month?

- Automatically from your checking or savings account.
- Automatically with your credit/debit card.
- Online with your credit/debit card.
- In person at City Hall.
- By mailing your payment to City Hall.
- Placing payment in the drop-box outside City Hall.

**The City of Richmond now
offers online account
management. Visit
ubi.gworks.com/richmondmo
to create your account and
get started!**

Why did my bill increase?

If you see an unexpected increase in your total amount due, check to see if you have a past due amount. Also, compare current consumption to previous months' consumption. If you still are concerned about your bill or believe you have a water leak, please contact the City for assistance.

Can I get an adjustment if I use more water in the summer or if I have a water leak?

Customers who use more water than normal during the summer months can apply for a sewer adjustment each year in September. Customers who have had a water leak should notify City Hall to request a sewer adjustment. More information about adjustments can be found at cityofrichmondmo.org.

What happens to my deposit when I move?

If you move outside the service area, your deposit is applied to your final bill. A refund check will be issued for any remaining deposit. If you move within the service area, you can apply to transfer your deposit to your new service address if your bill is paid in full.

Who do I call if I have a questions?

The City of Richmond handles all of the billing and service requests for water, sewer and trash. If you have any questions about your service or your bill, please contact **816-776-5304**.