

# A New and Easier Way to Receive, Pay and Manage Your Bill

The City of Richmond has made it more convenient to pay and manage your utility bill. Introducing NEW e-billing, online account management and automatic credit/debit card payment options.

## E-Bill

Sign up now for **paperless** billing and receive your monthly bill via email. Enroll online at [cityofrichmondmo.org](http://cityofrichmondmo.org).



## Online Account Management and Automatic Credit/Debit Card Payment

You can register your City of Richmond utility account online and have access to benefits such as:

- View your utility account and payment history
- Compare monthly consumption
- Pay your monthly bill
- Set up automatic credit/debit card payments

Visit [ubi.gworks.com/richmondmo](http://ubi.gworks.com/richmondmo) to create your account and get started!

If you have questions regarding billing and payment options, please contact City Hall at 816-776-5304 Monday-Friday 8:00 am to 4:30 pm.

## PAY YOUR BILL

**Automatic ACH** - Sign up to pay your utility bill automatically each month from your checking or savings account. Enrollment forms are available on City website and at City Hall.



**Automatic Credit/Debit** - You can set-up automatic monthly card payments through your online utility account.

**Online** - Pay online each month with your credit/debit card or with electronic check.



**Mail** - You can mail your payment to City Hall at 205 Summit St.

**Drop Box** - You can drop your payment in the box located outside City Hall.

**In Person** - Bring your payment into City Hall during normal business hours.

## RECEIVE YOUR BILL

**E-Bill** - Sign up for paperless billing and receive your bill via email each month.

**Mail** - You can receive your bill in the mail each month.



# HOW TO USE ONLINE UTILITY ACCOUNT MANAGEMENT



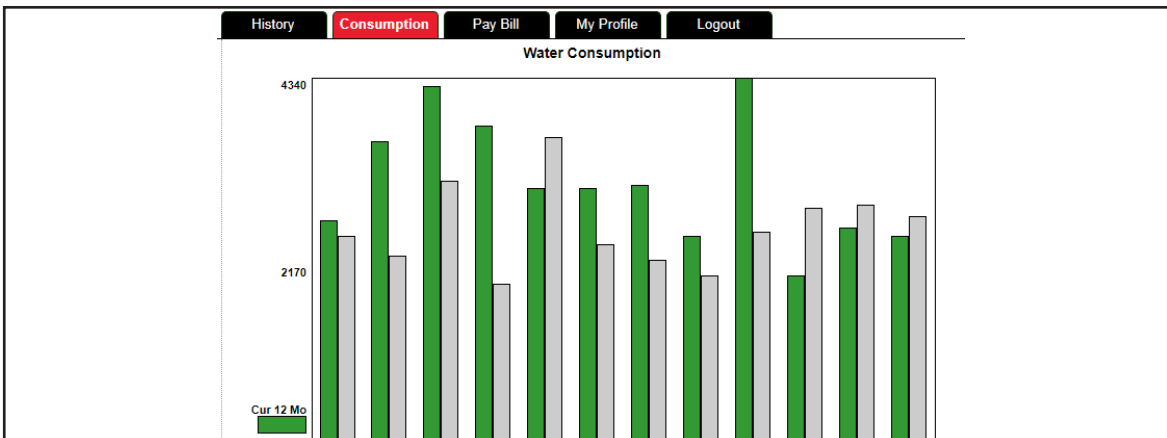
To set-up your online account, visit [ubi.gworks.com/richmondmo](http://ubi.gworks.com/richmondmo). On the left side, click “register”. Enter in your email address and choose a password. Then enter your account number and property location EXACTLY how it appears on your monthly utility bill.

Date	New Charges	Penalty	Payment	Balance
11/15/2019	\$49.41		\$158.14	\$49.41
10/15/2019	\$143.76	\$14.38		\$158.14
9/15/2019	\$193.57		\$193.57	\$0.00
8/15/2019	\$157.51		\$157.51	\$0.00
7/15/2019	\$124.00		\$124.00	\$0.00
6/14/2019	\$293.21		\$293.21	\$0.00
5/15/2019	\$140.33		\$140.33	\$0.00
4/15/2019	\$85.36		\$85.36	\$0.00
3/15/2019	\$138.60		\$138.60	\$0.00
2/15/2019	\$99.10		\$99.10	\$0.00
1/15/2019	\$75.06		\$75.06	\$0.00
12/14/2018	\$61.31		\$61.31	\$0.00
11/15/2018	\$57.88		\$57.88	\$0.00

After you have logged in with your email and password, you will be taken to the “History” tab in your account. This allows you to view past bill amounts, penalties applied and payment history.

Service	Present Reading	Previous Reading	Multiplier	Consumption Est	Amount
SEWER	692840	689200	1	3640	\$49.14
TRASH					\$11.75
WATER	692840	689200	1	3640	\$30.65
Tax					\$0.31
<b>Total</b>					<b>\$91.85</b>

To obtain detailed information about each of the charges in the history tab, click on one of lines and a new screen will pop up showing “Billing Detail”. This allows you to view details of services billed, adjustments posted, payments and service dates.



Click on the "Consumption" tab to view your usage history by month. You will see a green bar for the current year's usage and a grey bar for the previous year's usage.

**Payment Information**

Amount Due \$49.41

Payment Amount

Payment Method

Credit or Debit Card

E-Check

To make an online payment with your credit/debit card or e-check, click on the "Pay Bill" tab. To set up automatic credit/debit card payments, enter card information, select "Save this card" and then select "Auto Pay" when processing an online payment. Online credit/debit card payments carry a 2.5% convenience fee (\$1.95 minimum charge). Online e-check payments carry a \$1.75 convenience fee.

**My Profile**

Email Address

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**Change Password**

Old Password

New Password

Verify New Password

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**My Utility Accounts**

Account #	Property Location	Default	Delete
		<input checked="" type="checkbox"/>	<input type="button" value="X"/>
		<input checked="" type="checkbox"/>	<input type="button" value="X"/>

On the "My Profile" tab, you can change your password and view your utility account. If you have multiple utility accounts, you can add them all under one profile and they will be shown under "My Utility Accounts".

**If you have questions regarding billing and payment options, please contact City Hall at 816-776-5304 Monday-Friday 8:00 am to 4:30 pm.**

# 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
8/19/19	9/23/19	10/15/19	88.15

RETURN SERVICE REQUESTED

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

READINGS		EST	CONSUMPTION USED	CODE	CURRENT CHARGES
PREVIOUS	PRESENT				
660370	663740		3370	SW	46.98
				TR	11.25
660370	663740		3370	WA	28.38
				TX	.28

Sewer usage is the SAME as water.

ACCOUNT NUMBER	DUE DATE
	11/10/19
AMOUNT DUE AFTER DUE DATE	TOTAL DUE
183.74	175.04
PROPERTY LOCATION	

**PAY PAST DUE BY OCT 20 TO AVOID DISCONNECT**

ACCOUNT NUMBER	DUE DATE
	11/10/19
AMOUNT DUE AFTER DUE DATE	TOTAL DUE
183.74	175.04

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](http://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/Recycling:**

Trash - \$11.25  
Recycling (optional) - \$0.50  
Senior Discount (65+) -  
Trash - \$9.25  
Recycling - FREE

**\*Last rate increase was  
in 2012 (Senior discount  
added in 2015).**

### 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 or electronic check.
- In person at City Hall.
- By mailing your payment to City Hall.
- Placing payment in the drop-box outside City Hall.

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management. Visit  
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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](http://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**.



**Authorization for Utility E-Bill**

**Customer Name** \_\_\_\_\_

**Account Number** \_\_\_\_\_

**Service Address** \_\_\_\_\_

**Email Address** \_\_\_\_\_

Please read and acknowledge this important information regarding your e-bill delivery method.

**Terms and Conditions:**

- By completing this enrollment form, you are choosing to receive your City of Richmond utility bill electronically and will **not** be receiving a utility bill by mail.
- You have the right to withdraw this consent at any time by contacting the City.
- Once enrolled in the E-Bill program, you are responsible for ensuring receipt of the email. The City will email your utility bill to the email address that you provide, and if you fail to receive it, you are still responsible for all charges on the account by the due date. While the City makes every attempt, it cannot ensure any electronic delivery.
- To update or change your email address, you must complete a new Authorization for Utility E-Bill form.
- Failure to receive or view the bill or failure to notify the City of any email address changes does not waive penalties or fees and the account will still be subject for disconnection due to non-payment. Automatic bill pay options are available.
- If you use spam filters for emails, please add the City’s email address to your approved senders list: [noreply@cityofrichmondmo.org](mailto:noreply@cityofrichmondmo.org)


I have read and understand the Terms and Conditions, and by signing below, I authorize the City of Richmond to send utility bills for this account to my email address provided above.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Return completed form to: City of Richmond  
205 Summit Street  
Richmond, MO 64085  
[modell@cityofrichmondmo.org](mailto:modell@cityofrichmondmo.org)

# Understanding Your UTILITY E-BILL





BILLING DATE	ACCOUNT NUMBER
11/15/19	:

DUE DATE	TOTAL DUE	AMOUNT DUE AFTER DUE DATE
12/10/19	112.88	118.26

PROPERTY LOCATION: :

RICHMOND MO                      64085

**PAY PAST DUE BY NOV 20 TO AVOID DISCONNECT**

SERVICE FROM    9/25/19    TO    10/28/19

SERVICE	PRESENT READING	PREVIOUS READING	USAGE	AMOUNT
PAST DUE				59.13
SEWER	71260	69900	1360	30.94
TRASH				11.25
WATER	71260	69900	1360	11.45
TAX				.11

Sewer usage is the SAME as water.

PLEASE RETURN THIS PORTION WITH PAYMENT

ACCOUNT #                                      PROPERTY LOCATION:

DUE DATE	TOTAL DUE	AMOUNT DUE AFTER DUE DATE
12/10/19	112.88	118.26

**BILLING DATE** - This is the date your bill was printed.

**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.

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

**PROPERTY LOCATION**-This is where the water meter is located.

**SERVICE FROM/TO** - This is the date of your previous water meter reading and the date of your current water meter reading.

**SERVICE** - This indicates what the current charges are for.

**PRESENT READING** - This is your water meter reading from the present month.

**PREVIOUS READING** - This is your water meter reading from the previous month.

**USAGE**- This is the total gallons of water you used in the current billing cycle. If there is an \* in front, your reading could not be obtained and your usage is estimated.

**AMOUNT** - These are the amounts due based on consumption and rates (see FAQ section).

**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.**

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### Who do I call if I have a questions?

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**Application for Optional Curbside Recycling**

**Customer Name** \_\_\_\_\_

**Account Number** \_\_\_\_\_

**Service Address** \_\_\_\_\_

**Phone Number** \_\_\_\_\_

**E-Mail Address** \_\_\_\_\_

**Terms and Conditions:**

- Heartland Waste, the City’s solid waste collection contractor, offers an optional curbside recycling program for the residents of the City of Richmond.
- Heartland Waste will provide a recycling bin and weekly curbside recycling collection.
- Recycling will be on the same day as your regular trash collection.
- The cost for this service is fifty cents (\$0.50) per month and will be applied to your regular monthly City of Richmond utility bill.
- All items except glass and Styrofoam are acceptable recycling materials.
- Heartland Waste provided recycling bins shall be returned if you move out of Richmond.

I hereby apply to participate in the optional curbside recycling program at my residence listed above. If the City’s contract for solid waste collection changes, this application may be void.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Return completed form to: City of Richmond  
205 Summit Street  
Richmond, MO 64085  
[modell@cityofrichmondmo.org](mailto:modell@cityofrichmondmo.org)



**Application for Senior Citizen Solid Waste Discount**

**Customer Name** \_\_\_\_\_

**Account Number** \_\_\_\_\_

**Service Address** \_\_\_\_\_

**Phone Number** \_\_\_\_\_ **Date of Birth** \_\_\_\_\_

**E-Mail Address** \_\_\_\_\_

Do you want to sign up for optional curbside recycling (free for senior citizens)?  Yes  No

**Terms and Conditions:**

- I am age 65 or older
- Proof of applicant's age will be required (driver's license, birth certificate, or other identification)
- Discount will only apply for a single person or couple living at a residence. Others living at the residence will void the application and discount.

I hereby apply for a Senior Discount of \$2.00 per month for solid waste (trash) collection at my primary residence listed above. I declare that the information provided to the City of Richmond is true, correct and complete. Additionally, I certify that I am the principal resident at the above listed property and have a deposit on file with the City of Richmond for utility service requiring me to pay for solid waste collection. If the City's contract for solid waste collection changes, this application may be void. Discount will not be applied during the current billing cycle.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Office Use Only (Copy of identification)