


# Understanding Your UTILITY E-BILL





205 SUMMIT ST, RICHMOND, MO 64085  
816-776-5304  
cityofrichmondmo.org

BILLING DATE	ACCOUNT NUMBER
6/15/20	

DUE DATE	TOTAL DUE	AFTER DUE DATE
7/10/20	50.98	56.08

PROPERTY LOCATION:

\*\*BANK PAY - DO NOT PAY\*\*

64085

SERVICE	
FROM:	TO:
4/21/20	5/20/20

SERVICE	PRESENT READING	PREVIOUS READING	USAGE	AMOUNT
PAST DUE				.00
SEWER	164330	163260	1070	28.63
TRASH				13.25
WATER	164330	163260	1070	9.01
TAX				.09

Sewer usage is the SAME as water.

CCR REPORT AVILBLE @ CITY HALL BY REQUEST

REMIT TO: City of Richmond, 205 Summit St, Richmond, MO 64085 OR pay online at ubi.gworks.com/richmondmo.

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ACCOUNT

PROPERTY LOCATION:

DUE DATE	TOTAL DUE	AFTER DUE DATE
7/10/20	50.98	56.08

PLEASE RETURN THIS PORTION WITH PAYMENT

**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.**

**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](http://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](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**.