

City of Oronogo

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UTILITY PAYMENT POLICY

1. Payment of Utilities

Meters are read between the 17th and 25th of each month. Bills are sent out by the 1st of the month. Payments are due by the 15th of each month. They are considered late if not received before 8 am on the 16th. Should the 15th of the month fall on a Saturday or Sunday you are given Monday before the penalty is applied. There is a drop box for your convenience when City Hall is closed.

2. Late Fees

If you have not paid the account in full by the 15th of the month you will automatically be billed a late fee. Late fees are \$10.00 and must be paid in the month they are accrued. Late fees are computer automated and accrue at 8 am on the 16th.

3. Disruption in Service

Time will not allow the city staff to continue to make courtesy calls reminding you of a potential shut-off.

If payment in full is not received on account before 8 am on the 25th then the account is processed for “shut off”. Once the account is processed for “shut off”, there will be a \$ 35.00 processing fee. If the meter has been physically turned off, there will be a \$50.00 reconnect fee during normal business hours and a \$100.00 reconnect fee for after hours and weekends (no turn-ons after 8:00 pm or holidays) in addition to the current bill to reopen the account. There is a drop box for your convenience when City Hall is closed. Should the 25th of the month fall on a Saturday or Sunday you have until 8 am on Monday to pay or the account will be processed for “shut off”.

4. Water Leak

If a customer experiences a no-fault water leak, the city will average the last 3 months water usage to determine the amount of adjustment. A no fault water leak is a leak caused by failure of customer’s plumbing system (pipe, joints, couplers, valves, etc.) and such failure was not a result of negligence by the customer or the negligence of another person, licensed plumber, or journeyman working on the customer’s plumbing system. After the repair, you must provide a receipt for parts or repairs. Without a receipt, there will be no adjustment made. The city will then split the cost of the usage of the leak after the deduction of your 3-month average. Public Works must verify that the leak has been fixed prior to any adjustments. The authorization to approve a write off not to exceed \$250.00 must be approved by two of the following city officials, City Clerk, Treasurer or Mayor. Any amount over \$250.00 must be requested through the Board of Alderman and have their approval. The outstanding balance could be paid out over three months, if necessary, at the discretion of the city officials approving the adjustment.

5. Utility Deposits

Water:

Owner Occupied	\$75.00
Non-Owner Occupied	\$100.00
Rural	\$100.00

Sewer Only:

\$75.00

In the event the customer fails to pay for services rendered by the city or otherwise is indebted to services provided, the city may apply such deposit to the cost of such services. Further service shall not be provided until the payment of the required deposit. The deposit shall be returned to the customer within thirty (30) days after services to the customer end.

6. Bad Checks

If funds are returned from the bank or on FrontDesk the customer will be notified that they have two (2) days to correct the NSF; notification will be by door hanger. If the NSF is not cleared up within the time frame allotted, service will be disconnected. There will be a thirty-five (\$35.00) dollar processing fee and ten-dollar penalty (\$10.00) (after the due date) on all insufficient funds. A late fee of ten (\$10.00) dollars will also be assessed for all checks paid on your account before the 16th and returned after the 15th of the month. If you are shut off, you will be required to pay the re-connect fee.

7. Notification of Payment

FAILURE TO RECEIVE YOUR BILL DOES NOT AFFECT

- The date the payment is due
- The possibility of late fees
- Shut off for non-payment

If you do not receive your monthly bill by the 5th of the month, call City Hall and someone will assist you, giving you the amount owed and if requested, reprint your bill.

We now have 24/7 access to your bill through FrontDesk you can create an account by going to on website. It has the option for autopay (held out on the 15th), text and/or email alerts.

The city only allows two exemptions or payment agreements per year.