

Welcome to the City of Urich

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

The City of Urich is made up of a Mayor, Board of Aldermen (four members), City Clerk, and a two Public Works Operators. Our Board meets on the third Tuesday of every month at City Hall at 6:30pm unless posted otherwise.

Our meetings are open to the public, and if anyone wishes to attend the meeting, please call our office so that you can be put on the agenda.

Our office is located at 308 N Main Street in Urich. The telephone number is 660-638-4813. For emergencies after hours, call Henry County Dispatch at 660-885-5587 and they will contact those who needed. Our office hours are from 8:00 a.m. to 3:00 p.m. Monday through Friday and closed from 12-1 for lunch. Our office does observe most legal holidays.

The City of Urich is following 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 One samples per month to the DNR laboratory in Springfield for testing. These samples are taken at random locations throughout the city. The city receives a Consumer Confidence Report (CCR) annually from the Public Water Supply District #4 (who we buy our water from). This report can be found on our website or on the back of your water bills and is to notify the public of all constituents found in our drinking water and what levels of each constituent is allowed 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 one to you.

Billing Procedure

The City of Urich must be notified immediately if a water bill does not accurately reflect the name of the intended customer. All bills are based on actual meter readings, unless inclement weather prevents us from locating and reading the meter. In this case, your bill is estimated based on the previous month's reading. The meters are read between the 24th-27th day of the month. The usage is figured and bills generated and mailed by the last week of the month. The City of Urich tries very hard to make sure billing addresses are accurate, if your address changes, please make sure to contact us immediately so that we can update our records. The City of Urich 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 you a printout of the usage for that month. Billing begins when the deposit is paid, or meter installed. All bills are due by the 15th of the month. A ten-dollar penalty is added to your billing amount if not paid by the 15th. All bills have the penalty amount printed on them the following month if you cannot pay your bill by the 15th with a credit if it's paid the same month it was due. The City of Urich has a night drop box located outside the door at our office at 308 N Main Street for your convenience. We charge \$25.00 on all returned checks. From time to time, the City of Urich office will print messages on your monthly bill to help notify customers of changes in rates, estimation, or upcoming events.

Water/ Sewer Rates

The current Water/Sewer Rate Schedule is effective August 1st, 2024.
First 1000 gallons- \$35.59 for water and \$23.42 for sewer (minimum is \$59.01)
\$11.12 for every 1000 gallons of water and \$15.45 for sewer, thereafter.

New Service and Meter Deposits

All new customers must sign a user agreement and are required to pay a deposit if you do not own the home. This deposit varies depending on whether the landowner wants to charge more for the service.

Non Owner Deposit- \$150.00.

All tenants of rental property must provide the City with owner information. All owners must provide the city with a user agreement. All owners acknowledge that it is the responsibility of the property owner to notify the City of any tenant change. All property owners acknowledge the responsibility of the monthly billing when the rental property is vacant.

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 are building a new home and do not have a water/sewer service the Tap fees for water are \$1,500.00 and \$1,500.00 for sewer.

Discontinuance and Reconnection of Services

All water bills become delinquent if not paid by the 15th of each month. A bill is mailed to every customer every month, and the city feels that every customer is expected to pay their monthly bill in a timely manner. If the bill is not paid by the 25th of the month, the customer will receive a disconnect notice that charges a penalty of \$25.00. If the bill is not paid the following day by noon, your services will be disconnected and a reconnect fee of \$50.00 will be

charged to every customer's account that is disconnected. This fee will need to be paid in addition to the past due amount of customer billing before the water service is restored. The city understands that this is an extreme charge and uses it as a deterrent so that our employees are not pulled off of other jobs to disconnect and reconnect services. If you should have any questions or concerns about, your bill, please do not hesitate to call the office before the cut-off date on your notice.

Inquiry, Service and Complaint Procedures

If you ever have any questions or complaints, please feel free to call City Hall's office at 660-638-4813 during regular office hours and the City Clerk will be happy to help you. We hope you will call us when you have a concern. We can all benefit from open lines of communication.

Our staff does not make the policies; they are required by the Board of Aldermen to enforce them. If you have a complaint not handled to your satisfaction, please write to the Board of Aldermen and it will be handled at the next Board Meeting. If you feel that your meter was read incorrectly or if you are questioning your bill, please call the office as soon as you receive your bill.

We will do our best to get someone out to reread your meter as soon as possible. However, if the customer can reread their own meter it will expedite the process and the City Clerk can make an adjustment on your bill. The Board has a policy if you have a leak. Please let the City Clerk know immediately if you wish to exercise this privilege. If you are unable to pay your bill in full, please call our office as soon as possible.

Prolonged Absence

If you are leaving for vacation for a long period of time, or if your house will be unoccupied for more than a month, please contact our office to make arrangements to have your water shut off at the meter. This will protect you from any leaks in your home while you are away. You must call the office when you have returned to have your meter turned back on. This office will not turn any meter on without someone being present in the home in case there is a leak..

Water Meter and Service Line Leaks

The City of Urich's ordinances state that the customer is responsible for his/her own water lines. This consists of the lines from the meter to the house. The city maintains and operates on 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. You 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 at 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.

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.

Primacy Fees and SCF (Service Connection Fee)

Primacy fees and Service Connection Fees are assessed to the city once a year by the Missouri Department of Natural Resources. This fee is billed on each account in the month that your service was activated 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 and municipalities in the State of Missouri in lieu of raising State taxes. It is listed on your bill as *primacy and SCF*.