

CITY OF REEDS SPRING
PO Box 171 Reeds Spring MO 65737
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Water / Sewer Collection and Shut-Off Policy

1. By State Statute, property owners and occupants (including renters) are jointly and severally liable for water and sewer bills from the City. [RSMo 250.140.]
2. Combined water and sewer bills are mailed at the end of each month.
3. Unpaid bills become delinquent if not paid on or before the due date on the printed bill (the 20th as of this printing). A late fee of 9% shall be applied to the delinquent amount at that time. If any bill for water/sewer service shall be and remain past due and unpaid for thirty (30) days following the end of the month of the last billing period, service to the delinquent customer's bill shall be disconnected and not reconnected until all past due charges have been paid in full, the security deposit replenished if necessary in order to bring it to one hundred twenty-five dollars (\$125.00) and a reconnection charge of forty-five dollars (\$45.00) shall also be paid.
4. Prior to disconnection for nonpayment of amounts due as stated above, the City will make a good faith attempt per RSMo 250.140(2) to notify the property owner and the occupant of the property. "Good faith notification" includes the following:
 - a. A City employee will attempt to contact the owner and the occupant of said property by email and/or telephone five (5) days in advance of the shutoff date, such shutoff date ordinarily on the 31st day of the month following the end of the month of the last billing period (or the next business day if that day falls on an officially recognized state or federal holiday, Saturday or Sunday).
 - b. If no reply is received to the notification email or telephone call, the City will post a notice on the property no less than 96 hours in advance of the shutoff.
5. If the bill is not paid in full by the 31st day following the end of the month of the last billing period (or the next business day if the 31st day falls on an officially recognized state or federal holiday, Saturday or Sunday), the water will be shut off without additional notice. All water and sewer fees, including late charges, along with reconnection fee(s), must be paid before the water is reconnected.
6. Any adjustments to water and sewer bills must be made by written application to the Board of Aldermen of the City of Reeds Spring. The City staff is not authorized to adjust water/sewer bills.
7. Suspension of a water/sewer account, which may be used for properties that are not occupied year-round or other reasons, will not be billed during those months the account is suspended. A request for suspension of a water/sewer account must be made in writing and submitted to the Utility Clerk or the City Clerk. The water will then be shut off within five (5) days. Winterization of the property is the responsibility of the water/sewer customer. Reconnection fee(s) apply. In order to suspend a water/sewer account, the following is required:
 - a. Account must be fully paid up to the date the account is suspended.
 - b. The account holder will notify the Utility Clerk of the dates the account will be inactive; the normal billing will resume after that date, unless otherwise notified.
 - c. Water/sewer accounts are not suspended on a pro-rated daily basis but must be counted in whole months.
 - d. The meter reading for the month preceding the suspension shall be within 100 gallons of the meter reading when the account is reactivated. If the difference between the readings is more than 100 gallons, the account shall receive regular billing for the preceding month.