

TRASH SERVICE AND OTHER FEES

The City of Troy has a contract with Meridian Waste Solutions for all residential sanitation service. Customers are billed a flat charge on the monthly water bills. The amount is less for customers that qualifies for the senior discount. If you should have any questions about this service you can call city hall at 636-528-4712 or Meridian Waste Solutions at 314-291-3131 ext. 4000.

There are also charges that show up on bills once a year. These charges are Water Primacy fees and Sewer Service Connection fees. The city is required by Department of Natural Resources (DNR) to assess this fee to each customer. The fees show up on your July and September bills. The fee is collected by the city and paid to the State of Missouri in lieu of raising state taxes.

**The City of Troy is pleased
to serve you.**

Stormwater Dos and Don'ts

• Do:

- *Pick up after your pet.
- *Follow directions on fertilizer labels and sweep off driveways, sidewalks and roads so that the chemicals won't get into storm drains.
- *Take your car to a car wash or park it on the grass so the cleaners don't run into storm drains.
- *Compost or properly dispose of yard wastes.
- *Recycle used motor oil and check car for leaks.
- *Plant grass or plants on the bare spots in your yard.

• Don't:

- *Let pet waste wash into storm drains.
- *Dump yard wastes into ditches, waterways or storm drains.
- *Pour used motor oil onto the ground.
- *Pour ANYTHING into storm drains.

**For any other questions or concerns, please email:
stormwater@cityoftroymissouri.com**

TROY WATER AND SANITATION DEPARTMENT 800 CAP-AU-GRIS ST. TROY, MO. 63379 636-462-7611

We welcome you to the City of Troy. As a new utility customer or builder, this booklet has information that we hope will be helpful in answering any of your questions.

The water and sewer services our owned and operated by the City of Troy. The city owns several wells that supply the water and own two wastewater sewage treatment plants. Trash service is provided through a contract with Meridian Waste Solutions for residential customers only.

The City of Troy utility office is located at 800 Cap-Au-Gris. The phone number is 636-462-7611 and fax number is 636-462-2619. The office hours are 8:00 a.m. to 4:30 p.m. Monday thru Friday. If you have an after hours water or sewer emergency please call 636-528-6100. For non-emergencies, please call during regular business hours. The office does observe most legal holidays.

The city is in compliance with all the newest rules and regulation established by the Environmental Protection Agency (EPA) and the Missouri Department of Natural Resources (DNR). The city also prepares a Consumer Confidence Report (CCR) annually. This report will be delivered or mailed to all of our customers to notify the public of all the constituents found in the city water and what levels are allowable by Department of Natural Resources (DNR).

BILLING PROCEDURE

The bills are based on the actual meter readings. Most of the city has now been changed to radio read meters. These meters work off radio frequencies. This allows us to read even in bad weather.

The meters are read around the 25th of every month. The reads are then down loaded into the billing software and rechecked for any errors. Bills are then calculated, printed and mailed out around the 10th of the following month.

The current bills are always due by the last day of the month. The city provides a drop box so that you can drop off your payments to assure they are here before the due date. Please allow more than 5 days if you are mailing in your payment. Any payments received after the due date will be charged a late fee of \$10.00.

The city accepts cash, check, money order, debit and credit cards (Visa and Master Card only). The city does not accept post dated checks and there is a \$25.00 charge for any returned checks. Customers can also set up payment through our Direct Pay. With this, payments will be deducted automatically from your bank account four days before the due date. You can get the authorization form from City Hall. The city also has online bill pay. Go to (cityoftroymissouri.com) look for online bill pay.

WATER AND SEWER RATES

Water

1st 1000 gallons minimum charge \$6.50,
over 1,000 gallons is \$4.25 per 1,000 gal.

Minimum Base Rate: Minimum Base Rate is based on a ratio of meter size in accordance to the American Water Works Association established standards.

Sewer

Base fee is \$15.50 and each 1,000 is \$6.22

Flat Sewer rate is \$54.50. Out of town rates are the above rates, but doubled.

NEW SERVICE AND METER DEPOSITS

All new customers must fill out a Customer Deposit Information Form and pay a deposit of \$100.00 for home owners and \$150.00 for renters. The customer that is moving into the service address on the form must be the customer filling out and signing the form. The city also makes a copy of a photo ID of said customer.

Deposits maybe refunded after two years upon a satisfactory pay record. If customers move out of the city's service area before the two years the deposit will be applied to the balance on the account at the time of the final bill.

The City of Troy needs at least a 1 business day notice of any customer moving into or out of the city service area to assure accurate billing.

DISCONTINUANCE AND RECONNECTION OF SERVICE

Utility bills are a monthly bill and are mailed to every customer each month. The city feels it is the responsibility of the customer to pay this bill in a timely manner. Customers not receiving a bill can call the city to find out what the balance is on their account anytime during business hours.

Disconnect notices are mailed to every customer that show an unpaid balance after the end of the month due date. There is a date on the notice that the past due balance must be paid by to avoid disconnection of the water service. Any customer who has not paid the past due balance before the day of disconnection will be charged a \$25.00 service fee, (even if the service has not be disconnected). Customers who wait until disconnection day will be required to pay the balance in full on the account plus the \$25.00 service fee. Service that has been disconnected will not be restored until the entire amount owed to the city has been paid.

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 COMPLAINTS

Customers can feel free to call the city's utility department with any questions or complaints during regular office hours at 636-462-7611. We hope you will call if you have a concern. It will better help us service our customers if we have open lines of communication.

If you feel that your meter reading is incorrect or if you are questioning your bill, please call the office as soon as you receive your bill. We will reread your meter and, if needed, we will make corrections to your bill.

PROLONGED ABSENCE

Customers that are leaving for a long period, or if the house will be unoccupied for more than a month, can call the city and make arrangements to have the water shut-off at the meter. The city bills a minimum bill to any active service even if there is no usage. If the city shuts-off the service, you can avoid the minimum bill.

The service will be reconnected at no charge by calling the city at least 1 business day in advance to have the service restored.

WATER METER AND SEWER SERVICE LINES, LEAKS & MAINTENANCE

The City of Troy policy states that the customer is responsible for their own lines. This consists of the lines from the meter up to and inside the house. The city maintains and operates the water meters and the main lines. The customer is also responsible for their sewer lateral from the house to the main.

The amount of water that goes through the meter will be billed to the customer. If you should have a leak, the city has a one-time leak adjustment that the customer can use. The customer must call the city to have a worker verify the leak has been fixed and the account can be adjusted to an average bill usage.

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 customers of interruptions in advance when possible.

The City of Troy asks that customers do not tamper with the water meters and or other part of the city's water system. Customers caught tampering with the water system in any way can be charged with a misdemeanor and fined up to \$500.00. Due to security efforts, it is very important to the city to protect our community. If any customers see suspicious activity or people in and around water supplies, wells or meters, please call the local law enforcement agency.