



City of Columbia

701 East Broadway, Columbia, Missouri 65201

Department Source: City Utilities - Water and Light

To: City Council

From: City Manager & Staff

Council Meeting Date: March 21, 2016

Re: Amending Chapter 27 of the City Code

Executive Summary

Staff has prepared for Council consideration an ordinance amending Chapter 27 of the City Code.

Discussion

The City of Columbia is in the process of implementing new software for the utility billing system. As part of this process, staff has been reviewing ordinances that impact utility billing. Staff has determined that there a number of changes that should be made prior to the implementation of the new utility billing system. Currently, the new system is anticipated to go-live on May 2, 2016. The proposed amendments to Chapter 27 are to simplify future changes; clarify processes; correct changes that should have been made during prior changes; and, to maintain equity of charges for similar functions.

The following are each proposed section change with a brief discussion of the purpose and reason of the change.

Sec. 27-18(a) Eliminates the distinction in the service initiation fee between accounts that do not have a metered service and those that do. There is no time difference in the process required to establish a new account because of the type of service and the charge should be the same.

Sec. 27-18(c) The due date of the monthly utility bill is 20 days after the billing date. If a customer does not pay, a delinquent notice is mailed to the customer 3 days after the account was delinquent. The customer has 5 "working days" (weekends and holidays excluded) to pay. After that time the account is subject to disconnection. A courtesy telephone call is provided to each customer and if payment is not received a disconnect order is sent to field workers (due to safety concerns, two workers are always sent). Currently, there is a fee for disconnection that is applied when an order for disconnection has been sent to the field workers. There is a separate reconnection fee that is applied after a metered service has been disconnected but before it is reconnected. Because of the availability of mobile technology, there are customers that will "pay by phone" when they see a field worker coming to disconnect their metered service. They can then argue that they were never disconnected and should not be subject to a reconnection fee. The total cost to the City for the disconnection process far exceeds the amount currently charged. The proposed change does not increase the total charge but does combine the disconnection/reconnection charges into one fee that is applied when a field worker is sent



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the order to disconnect. The other change outlined in Sec. 27-18(c) restates the same fee that is charged when reconnection is requested outside of normal business hours.

Sec. 27-19(g) The new utility bill will be two pages and will provide more detailed information to customers. This change removes specific terminology and clarifies some information. A sample bill has been provided as a supporting document.

Sec. 27-19(i) The new billing software will allow the City to include energy efficiency loans on the utility bill. The proposed change establishes energy efficiency loan payments as the first priority if a partial payment is received.

Sec. 27-54(a) The proposed change requires that any "master-meter" water account be in the name of the property owner. Customer service representatives have reported cases where Apartment A had water in their name and covered the usage for Apartment B. Tenants should not be the responsible party.

Sec. 27-54(c) The proposed change references Sec. 27-122, Sec. 27-123, and Sec. 27-124 which are the residential water rates based on service location relative to City limits.

Sec. 27-121.3 This section reestablishes a rate for street lighting that is the basis of charges from Boone Electric Cooperative when public street lighting is provided in their service territory.

Sec. 27-122.3.(b)(2) through Sec. 27-124.2.(a)(4) All of these proposed changes establish the "inside City limits" water rates for meter charge, usage charge, fire flow charge, and backflow device charge as the reference point for the same class of customer that is at a location other than inside the City limits. The current utility billing system requires that any difference in charges be addressed by a separate rate. The result is that the current utility billing system has 102 water rates and 47 irrigation rates. The new utility billing system uses a calculation for each variation in charge rather than a set number. This will greatly reduce the number of individual reference charges. By making the proposed change, the calculation can be used instead of the referenced fixed number. The change will also require that only inside City limits rates be changed in the future. No existing customers will be impacted by the change except for those at the Columbia airport – Sec. 27-123.3 – because that section of the ordinances was inadvertently missed during prior changes. The fifteen customers, at the airport, should have paid an average of \$4.12 more per month and the proposed amendment will correct the previous oversight.

Fiscal Impact

Short-Term Impact: No significant impact

Long-Term Impact: No significant impact

Vision & Strategic Plan Impact

[Vision Impacts:](#)

Primary Impact: Primary, Secondary Impact: Secondary, Tertiary Impact: Tertiary

[Strategic Plan Impacts:](#)



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Primary Impact: Primary, Secondary Impact: Secondary, Tertiary Impact: Tertiary

[Comprehensive Plan Impacts:](#)

Primary Impact: Primary, Secondary Impact: Secondary, Tertiary Impact: Tertiary

Legislative History

Date	Action
Manually enter dates in this format: MM/DD/YYYY. Use hard returns to get to the next line of action entry.	<p>Manually enter action items here. Use hard returns to space down to align with the corresponding date to the left. Order history from most recent to oldest.</p> <p>For each Council action, significant procedural action by a Board/Commission and Interested Parties meeting, enter the action date and brief statement of the action with vote totals, if known. Include ALL information you feel is relevant to this item.</p>

Suggested Council Action

Staff recommends that Council amend Chapter 27 as outlined in the accompanying ordinance.

Introduced by _____

First Reading _____

Second Reading _____

Ordinance No. _____

Council Bill No. B 77-16

AN ORDINANCE

amending Chapter 27 of the City Code as it relates to water and electric fees, billing and rates; and fixing the time when this ordinance shall become effective.

BE IT ORDAINED BY THE COUNCIL OF THE CITY OF COLUMBIA, MISSOURI, AS FOLLOWS:

SECTION 1. Chapter 27 of the Code of Ordinances of the City of Columbia, Missouri, is hereby amended as follows:

Material to be deleted in ~~strikeout~~; material to be added underlined.

Sec. 27-18. Service fees.

(a) *Service initiation fee.* Each customer shall be charged a service initiation fee of six dollars (\$6.00) ~~for an initial utility service application which includes water and/or electric service, or five dollars (\$5.00) for utility initiation not including water and electric service.~~

(b) *Transfer fee.* All customers requesting transfers of services to a new location will be charged a five dollar (\$5.00) fee.

(c) *Disconnect/reconnect fees:*

(1) A ~~disconnection~~ fee shall be charged to a customer's account when a worker is dispatched to disconnect the customer's water or electric service for nonpayment. The ~~disconnection fee shall be fifteen dollars (\$15.00)~~ thirty dollars (\$30.00) for residential customers and ~~fifty dollars (\$50.00)~~ one hundred dollars (\$100.00) for all other customers.

(2) A ~~reconnection fee shall be charged to a customer's account when water or electric service is reconnected on a regular working day in the normal course of business. The reconnection fee on a regular working day in the normal course of business shall be fifteen dollars (\$15.00) for residential customers and fifty dollars (\$50.00) for all other customers.~~ An additional reconnection fee of seventy-five dollars (\$75.00) sixty dollars (\$60.00) shall be charged to a residential customer's account, and a ~~an additional~~

reconnection fee of one hundred ~~fifty~~ dollars (~~\$150.00~~ \$100.00) for all other customers, when the customer requests and receives same day reconnection service or requests and receives reconnection service on a weekend, a city holiday or any other time outside the regular working hours of the water and electric utilities ~~light department~~.

. . .

Sec. 27-19. Billing and payment.

(a) The city shall render a bill once during each billing period to every customer in accordance with the applicable rate schedule.

. . .

(g) Every bill for utility service shall clearly state:

- (1) Present and previous meter readings for water and electric service as well as ~~"service date to" and "service date from"~~ and number of service days.
- (2) Fuel adjustment factor, except when value is zero.
- (3) Consumption of water and electric services during billing period.
- (4) Billing date.
- (5) Water and electric meter numbers.
- (6) Any previous balance.
- (7) Amount of in lieu of gross receipts tax and sales tax.
- (8) Date when bill will be considered delinquent.
- (9) Amount due for utility charges.
- (10) Current amount due and total bill.
- (11) Tax and rate ~~codes~~ classes.
- (12) The address and/or phone numbers where information may be obtained on utility bills.

. . .

(i) If partial payment is made, the department shall first credit all payments to the balance outstanding for utility service except for customers who have energy efficiency loans as authorized by section 27-167 of this code which are eligible for inclusion on the utility bill and subject to utility shut-off for nonpayment. In such event, a partial payment will be first credited to any delinquent energy efficiency loan payments.

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Sec. 27-54. Metering.

(a) Each of the following types of facilities shall comprise a metering unit and be metered individually; provided, however, that the owners of a multiple-family facility shall have the option of installing a single water meter for each facility, but the rate charged for water service on such single meter shall be as set forth under subsection (c) herein, and the account for water service shall be in the name of the owner or the owner's representative:

...

(c) Whenever a mobile home park, apartment house or other multiple-family facility is served with water through a single meter, all applicable charges defined in section 27-122, section 27-123 or section 27-124 shall apply. the rate for such service shall be determined as follows:

- (1) ~~The minimum charge for each meter shall be the appropriate minimum charge set forth under section 27-122 or section 27-123.~~
- (2) ~~The total usage beyond the minimum shall be divided by the total number of residential dwelling units on the meter and the charge will be determined as if each unit had an individual meter (but not including the minimum charge).~~
- (3) ~~Total billing will then be the total of subsections (1) and (2) above.~~

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Section 27-121.3. Street lighting rate.

(a) Availability. The street lighting rate is available to any customer within the area served by the city's electric system for street lighting when such lighting facilities are unmetered and operated as an extension of the city's distribution system.

(b) Type of service. The city shall furnish, install, maintain and deliver electric service to automatically controlled lighting fixtures conforming to the department's standards and subject to the published rules and regulations of the city's water and light department.

(c) Light and fixture rates per month: Light and fixture rates with lamp size, lamp type, service type, pole type and standard pole-bracket arm mounted are as follows:

100 watt high pressure sodium post-top-luminaire underground service	\$ 11.65
100 watt high pressure sodium overhead service on existing pole	7.65
100 watt high pressure sodium overhead service new pole placement	8.65
100 watt high pressure sodium underground service on existing pole	12.77
100 watt high pressure sodium underground service new pole placement	13.77
175 watt high pressure sodium overhead service on existing pole	8.10
175 watt mercury vapor overhead service new pole placement	9.10
250 watt high pressure sodium overhead service on existing pole	9.18
250 watt high pressure sodium underground service on steel pole	30.59
400 watt high pressure sodium overhead service on existing pole	15.75
400 watt high pressure sodium overhead service new pole placement	16.75
400 watt high pressure sodium underground service on existing pole	20.87
400 watt high pressure sodium on special aluminum pole	24.13
400 watt high pressure sodium underground service on steel pole	33.57
400 watt high pressure sodium underground service new pole placement	21.87

Exception: Dual arm bracket with 400 watt high pressure sodium
underground service on steel pole \$67.14 per month

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Sec. 27-122.3. Water temporarily supplied by adjoining water district.

(a) Application: This rate shall apply to water supplied by an adjoining water district, when development occurs in the City of Columbia Water Service Territory, until city water mains have reached the development. Water meters shall be installed and read by city employees.

(b) The rates to be charged for water furnished to residential or commercial customers are hereby fixed as follows:

- (1) Rates per one hundred (100) cubic feet (1 ccf): All water, beginning with first one hundred (100) cubic feet (1 ccf): One hundred ten (110) percent of the applicable rate charged by the water district supplying the water.
- (2) Minimum charge per month, charged in addition to the volume charge in subsection (a-b)(1), will be the amount listed in section 27-122(a)(2), based on meter size:

5/8-inch and 3/4-inch	\$ 5.40
1-inch	5.80
1½ inch	8.35
2-inch	8.97

3 inch.....	21.96
4 inch.....	33.93
6 inch.....	67.86

...

Sec. 27-123. Water rates outside city limits—Residential/commercial multiple-family facilities.

(a) The rates to be charged for water furnished to residential customers, commercial multiple-family facilities customers, and multiple commercial facilities served with one (1) meter, outside the city limits are hereby fixed as follows:

- (1) Rates per one hundred (100) cubic feet (1 ccf), outside city limits:

All water, except applicable summer water usage, will be charged the amount defined in section 27-122(a)(1) multiplied by 1.33, rounded to the nearest cent, per ccf. beginning with first one hundred (100) cubic feet (1 ccf)
.....\$3.71

Summer water usage as defined by subsection (b) will be charged the amount defined in section 27-122(a)(1) for summer water usage multiplied by 1.33, rounded to the nearest cent, per ccf......5.20

- (2) Minimum charge per month, charged in addition to the volume charge in subsection (a)(1), will be the amount defined in section 27-122(a)(2) multiplied by 1.33, rounded to the nearest center, based on meter size:

5/8 and 3/4 inch.....	\$11.04
1 inch.....	11.61
1½ inch.....	17.08
2 inch.....	17.90
3 inch.....	30.15
4 inch.....	44.70
6 inch.....	85.96

- (3) Fire flow charge per month, charged in addition to the volume charge in subsection (a)(1) and the minimum charge in subsection (a)(2) will be the amount defined in section 27-122(a)(3) multiplied by 1.33, rounded to the nearest cent, based on meter size for portion of system capacity necessary for providing public fire protection:

5/8 and 3/4 inch.....	\$2.06
1 inch.....	2.18
1½ inch.....	3.17
2 inch.....	3.40

3 inch.....	8.18
4 inch.....	12.65
6 inch.....	25.31

- (4) Backflow prevention charge per month, charged in addition to the volume charge in subsection (a)(1), the minimum charge in subsection (a)(2), and the fire flow charge in subsection (a)(3), is charged when a customer is required to install a backflow prevention device as outlined in section 27-57.

~~For e~~ Each backflow device at a customer location will be charged the amount defined in section 27-122(a)(4) multiplied by 1.33, rounded to the nearest cent.\$2.66

...

Sec. 27-123.1. Same—Commercial.

(a) The rates to be charged for water furnished to commercial customers outside the city limits who use fifty thousand (50,000) cubic feet (500 ccf) or less per month average during nonsummer months (October through May) are hereby fixed as follows:

- (1) Rates per one hundred (100) cubic feet (1 ccf), outside city limits:

All water, except applicable summer water usage, will be charged the amount defined in section 27-122.1(a)(1) multiplied by 1.33, rounded to the nearest cent. ~~beginning with first one hundred (100) cubic feet (1 ccf)~~\$3.46

Summer water usage as defined by subsection (b) will be charged the amount defined in section 27-122.1(a)(1) for summer water usage multiplied by 1.33, rounded to the nearest cent.5.20

- (2) Minimum charge per month, charged in addition to the volume charge in subsection (a)(1) will be the amount defined in section 27-122.1(a)(2) multiplied by 1.33, rounded to the nearest cent, based on meter size:

5/8 and 3/4 inch.....	\$11.04
1 inch.....	11.61
1½ inch.....	17.08
2 inch.....	17.90
3 inch.....	30.15
4 inch.....	44.70
6 inch.....	85.96

- (3) Fire flow charge per month, charged in addition to the volume charge in subsection (a)(1) and the minimum charge in subsection (a)(2) will be the

amount defined in section 27-122.1(a)(3) multiplied by 1.33, rounded to the nearest cent, based on meter size for portion of system capacity necessary for providing public fire protection:

5/8 and 3/4 inch	\$2.06
1 inch	2.18
1 1/2 inch	3.17
2 inch	3.40
3 inch	8.18
4 inch	12.65
6 inch	25.31

- (4) Backflow prevention charge per month, charged in addition to the volume charge in subsection (a)(1), the minimum charge in subsection (a)(2), and the fire flow charge in subsection (a)(3), is charged when a customer is required to install a backflow prevention device as outlined in section 27-57.

~~For e~~ Each backflow device at a customer location will be charged the amount defined in section 27-122.1(a)(4) multiplied by 1.33 and rounded to the nearest cent.\$2.66

...

Sec. 27-123.2. Same—Large commercial.

(a) The rates to be charged for water furnished to commercial customers outside the city limits who use more than fifty thousand (50,000) cubic feet (500 ccf) per month average during nonsummer months (October through May) are hereby fixed as follows:

- (1) Rates per one hundred (100) cubic feet (1 ccf), outside city limits:

All water, except applicable summer water usage, will be charged the amount defined in section 27-122.2(a)(1) multiplied by 1.33, rounded to the nearest cent.\$3.23
~~beginning with first one hundred (100) cubic feet (1 ccf)~~

Summer water usage as defined by subsection (b) will be charged the amount defined in section 27-122.2(a)(1) for summer water usage multiplied by 1.33, rounded to the nearest cent.5.20

- (2) Minimum charge per month, charged in addition to the volume charge in subsection (a)(1) will be the amount defined in section 27-122.2(a)(2) multiplied by 1.33, rounded to the nearest cent, based on meter size:

5/8 and 3/4 inch	\$11.04
1 inch	11.61

1½ inch.....	17.08
2 inch.....	17.90
3 inch.....	30.15
4 inch.....	44.70
6 inch.....	85.96

- (3) Fire flow charge per month, charged in addition to the volume charge in subsection (a)(1) and the minimum charge in subsection (a)(2) will be the amount defined in section 27-122.2(a)(3) multiplied by 1.33, rounded to the nearest cent, based on meter size for portion of system capacity necessary for providing public fire protection:

5/8 and ¾ inch.....	\$2.06
1 inch.....	2.18
1½ inch.....	3.17
2 inch.....	3.40
3 inch.....	8.18
4 inch.....	12.65
6 inch.....	25.31

- (4) Backflow prevention charge per month, charged in addition to the volume charge in subsection (a)(1), the minimum charge in subsection (a)(2), and the fire flow charge in subsection (a)(3), is charged when a customer is required to install a backflow prevention device as outlined in section 27-57.

~~For e~~ Each backflow device at a customer location will be charged the amount defined in section 27-122.2(a)(4) multiplied by 1.33, rounded to the nearest cent.~~\$2.66~~

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Sec. 27-123.3. Same—Columbia Regional Airport.

- (a) The rates to be charged for water furnished to customers at the Columbia Regional Airport are hereby fixed as follows:

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- (2) Minimum charge per month, charged in addition to the volume charge in subsection (a)(1) will be the amount listed in section 27-122.1(a)(2), based on meter size:

5/8 inch.....	\$ 6.33
1 inch.....	6.64
1½ inch.....	8.60
2 inch.....	9.07

3 inch	19.04
4 inch	28.23
6 inch	54.28

- (3) Backflow prevention charge per month, charged in addition to the volume charge in subsection (a)(1), and the minimum charge in subsection (a)(2), is charged when a customer is required to install a backflow prevention device as outlined in section 27-57.

~~For e~~ Each backflow device at a customer location will be charged the amount defined in section 27-122.1(a)(4).~~\$0.77~~

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Sec. 27-124. Water rates, within former boundaries of dissolved Public Water Supply Districts No. 1 and No. 2, outside city limits—Residential/commercial multiple-family facilities.

(a) The rates to be charged for water furnished to residential customers, commercial multiple-family facilities customers, and multiple commercial facilities served with one meter, outside the city limits within the former boundaries of dissolved Public Water Supply Districts No. 1 and No. 2 are hereby fixed as follows:

- (1) Rates per one hundred (100) cubic feet (1 ccf):

All water, except applicable summer water usage, will be charged the amount defined in section 27-122(a)(1) multiplied by 1.157, rounded to the nearest cent. ~~beginning with first one hundred (100) cubic feet (1 ccf)~~~~\$3.23~~

Summer water usage as defined by subsection (b) will be charged the amount defined in section 27-122(a)(1) for summer water usage multiplied by 1.157, rounded to the nearest cent.~~4.52~~

- (2) Minimum charge per month, charged in addition to the volume charge in subsection (a)(1), will be the amount defined in section 27-122(a)(2) multiplied by 1.157, rounded to the nearest cent, based on meter size:.

5/8 and 3/4 inch	\$9.60
1 inch	10.10
1½ inch	14.86
2 inch	15.57
3 inch	26.18
4 inch	38.82
6 inch	74.65

- (3) Fire flow charge per month, charged in addition to the volume charge in subsection (a)(1) and the minimum charge in subsection (a)(2) will be the amount defined in section 27-122(a)(3) multiplied by 1.157, rounded to the nearest cent, based on meter size for portion of system capacity necessary for providing public fire protection:

5/8 and 3/4 inch	\$1.79
1 inch	1.90
1½ inch	2.75
2 inch	2.96
3 inch	7.10
4 inch	10.98
6 inch	21.98

- (4) Backflow prevention charge per month, charged in addition to the volume charge in subsection (a)(1), the minimum charge in subsection (a)(2), and the fire flow charge in subsection (a)(3), is charged when a customer is required to install a backflow prevention device as outlined in section 27-57.

~~For e~~ Each backflow device at a customer location will be charged the amount defined in section 27-122(a)(4) multiplied by 1.157, rounded to the nearest cent.\$2.31

Sec. 27-124.1. Same—Commercial.

(a) The rates to be charged for water furnished to commercial customers outside the city limits within the former boundaries of dissolved Public Water Supply Districts No. 1 and No. 2, who use fifty thousand (50,000) cubic feet (500 ccf) or less per month average during nonsummer months (October through May) are hereby fixed as follows:

- (1) Rates per one hundred (100) cubic feet (1 ccf):

All water, except applicable summer water usage, will be charged the amount defined in section 27-122.1(a)(1) multiplied by 1.157, rounded to the nearest cent.\$3.01

Summer water usage as defined by subsection (b) will be charged the amount defined in section 27-122.1(a)(1) for summer water usage multiplied by 1.157, rounded to the nearest cent.4.52

- (2) Minimum charge per month, charged in addition to the volume charge in subsection (a)(1) will be the amount defined in section 27-122.1(a)(2) multiplied by 1.157, rounded to the nearest cent, based on meter size:

5/8 and 3/4 inch	\$9.60
1 inch	10.10
1 1/2 inch	14.86
2 inch	15.57
3 inch	26.18
4 inch	38.82
6 inch	74.65

- (3) Fire flow charge per month, charged in addition to the volume charge in subsection (a)(1) and the minimum charge in subsection (a)(2) will be the amount defined in section 27-122.1(a)(3) multiplied by 1.157, rounded to the nearest cent, based on meter size for portion of system capacity necessary for providing public fire protection:

5/8 and 3/4 inch	\$1.79
1 inch	1.90
1 1/2 inch	2.75
2 inch	2.96
3 inch	7.10
4 inch	10.98
6 inch	21.98

- (4) Backflow prevention charge per month, charged in addition to the volume charge in subsection (a)(1), the minimum charge in subsection (a)(2), and the fire flow charge in subsection (a)(3), is charged when a customer is required to install a backflow prevention device as outlined in section 27-57.

~~For e~~ Each backflow device at a customer location will be charged the amount defined in section 27-122(a)(4) multiplied by 1.157, rounded to the nearest cent.\$2.34

...

Sec. 27-124.2. Same—Large commercial.

(a) The rates to be charged for water furnished to commercial customers outside the city limits within the former boundaries of dissolved Public Water Supply District No. 1, who use more than fifty thousand (50,000) cubic feet (500 ccf) per month average during nonsummer months (October through May) are hereby fixed as follows:

- (1) Rates per one hundred (100) cubic feet (1 ccf):

All water, except applicable summer water usage, will be charged the amount defined in section 27-122.2(a)(1) multiplied by 1.157, rounded to the

~~nearest cent. beginning with first one hundred (100) cubic feet (1 ccf)
.....\$2.81~~

Summer water usage as defined by subsection (b) will be charged the amount defined in section 27-122.2(a)(1) for summer water usage multiplied by 1.157, rounded to the nearest cent.4.52

- (2) Minimum charge per month, charged in addition to the volume charge in subsection (a)(1) will be the amount defined in section 27-122.2(a)(2) multiplied by 1.157, rounded to the nearest cent, based on meter size:

1 inch.....	10.10
1½ inch.....	14.86
2 inch.....	15.57
3 inch.....	26.18
4 inch.....	38.82
6 inch.....	74.65

- (3) Fire flow charge per month, charged in addition to the volume charge in subsection (a)(1) and the minimum charge in subsection (a)(2) will be the amount defined in section 27-122.2(a)(3) multiplied by 1.157, rounded to the nearest cent, based on meter size for portion of system capacity necessary for providing public fire protection:

5/8 and ¾ inch.....	1.79
1 inch.....	1.90
1½ inch.....	2.75
2 inch.....	2.96
3 inch.....	7.10
4 inch.....	10.98
6 inch.....	21.98

- (4) Backflow prevention charge per month, charged in addition to the volume charge in subsection (a)(1), the minimum charge in subsection (a)(2), and the fire flow charge in subsection (a)(3), is charged when a customer is required to install a backflow prevention device as outlined in section 27-57.

~~For e~~ Each backflow device at a customer location will be charged the amount defined in section 27-122(a)(4) multiplied by 1.157, rounded to the nearest cent.\$2.31

SECTION 2. The new rates established in this ordinance shall be applied to utility bills beginning with the first complete cycle billed after April 30, 2016.

SECTION 3. This ordinance shall be in full force and effect from and after its passage.

PASSED this _____ day of _____, 2016.

ATTEST:

City Clerk

Mayor and Presiding Officer

APPROVED AS TO FORM:

City Counselor

SUPPORTING
DOCUMENTS FOR
THIS AGENDA ITEM



City of Columbia, Missouri

Utilities Department
701 E. Broadway
P.O. Box 1676
Columbia, MO 65205

Billing Questions:
(573) 874-7380
ucs@gocolumbiamo.com

Pay Bill: (573) 874-7694*
Online - www.gocolumbiamo.com*
*Convenience fee applies

Utility after-hours emergency: (573) 874-2555

Customer - Account #
Name:

Service Address:

Billing Date 1/26/2016

Previous Balance \$179.39

Payment(s) \$(179.39)

BALANCE FORWARD \$0.00

NEW CHARGES are due 2/1/2016 \$299.52

TOTAL AMOUNT DUE \$299.52

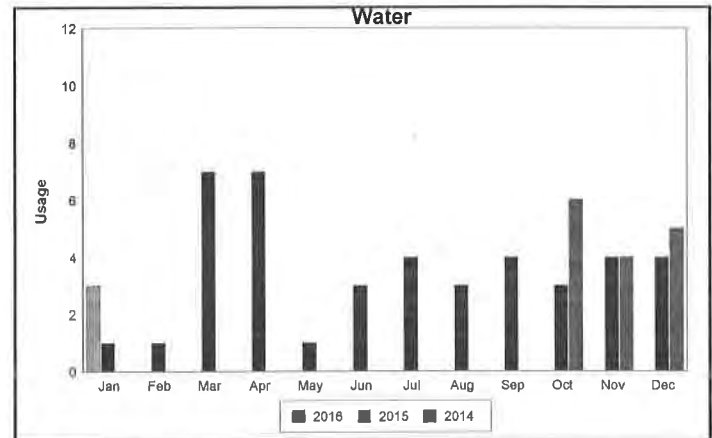
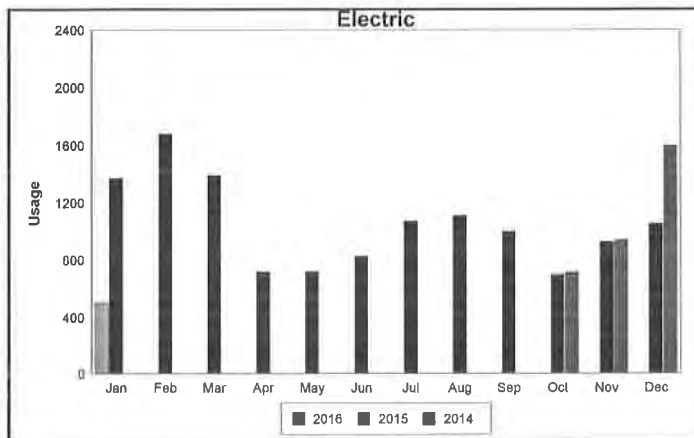
1.5% late fee applies if not paid by due date

This is a service level message.(Solid Waste)

**Example of Bill
Testing Underway
Refinements Pending**

When you provide a check as payment, you authorize us to either use the information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction.

Service	Meter	Previous		Current		Meter Multiplier	Usage	Units	Days	Meter Size
		Date	Read	Date	Read					
Electric	78455L	12/17/15	88617	01/25/16	498	1	498	KWH	39	
Water	10815W	12/17/15	1975	01/25/16	3	1	3	CCF	39	



Detach here, return bottom portion with payment - **PLEASE DO NOT MAIL CASH**



City of Columbia, Missouri

Utilities Department
701 E. Broadway
P.O. Box 1676
Columbia, MO 65205



4349349

☐ Check this box if updated information on the back

Lobby Hours: 8 am to 5 pm, Monday - Friday
Drive-thru & phone lines: 7:30am-5:30pm, Monday - Friday
Drive-thru and drop box are accessible from Eighth Street

Customer - Account #:
Name:

Service Address:

Billing Date 1/26/2016

BALANCE FORWARD \$0.00

NEW CHARGES are due 2/1/2016 \$299.52

TOTAL AMOUNT DUE \$299.52

1.5% late fee applies if not paid by due date



City of Columbia, Missouri

Utilities Department
701 E. Broadway
P.O. Box 1676
Columbia, MO 65205

Billing Questions:
(573) 874-7380
ucs@gocolumbiamo.com
Pay Bill: (573) 874-7694*
Online - www.gocolumbiamo.com*
*Convenience fee applies

Customer - Account #:
Name:

Service Address.

Utility after-hours emergency: (573) 874-2555

NEW CHARGES DETAIL

	Usage	Rate	Charge
Electric Customer Base Charge			\$15.60
Electric Consumption Tier 1	300	\$0.08	\$22.56
Electric Consumption Tier 2	198	\$0.10	\$19.40
PILOT Fee - Electric			\$4.33
Electric Sales Tax			\$0.62
County Sales Tax Electric			\$0.93
Electric Total			\$63.44
Water Meter Charge			\$8.30
Water Consumption Tier 1	3	\$2.79	\$8.37
Backflow Charge			\$2.00
PILOT Fee - Water			\$1.52
Fire Flow Charge			\$1.55
Water Sales Tax			\$0.18
County Sales Tax Water			\$0.27
Water Total			\$22.19
Sewer Base Charge			\$11.01
State Sanitary Sewer Permit Fee			\$0.04
Sewer Flow Charge	3	\$2.27	\$7.56
Sewer Total			\$18.61
Storm Water Charge - Residential			\$0.81
Storm Water Total			\$0.81
Refuse Charges Residential			\$29.34
Solid Waste Total			\$29.34
State Regulatory Fee - Water			\$0.13
Water Total			\$0.13
Billed Deposit			\$25.00
Billed Deposit			\$75.00
Billed Deposit			\$20.00
Billed Deposit			\$45.00
Deposits Total			\$165.00

**Example of Bill
Testing Underway
Refinements Pending**

Your bill explained...

- **Payment-in-lieu-of-tax:** Equivalent to Gross Receipts Tax. Required by city charter.
- **C.A.S.H. (Citizens Assisting Seniors and Handicapped):** Specifically assists low income elderly and low income handicapped citizens who have exhausted other resources.
- **H.E.L.P. (Heat Energy and Light Program):** Provides aid to low income families with children in one-time emergency situations.
- **Share The Light:** Provides funding that are above and beyond basic services of city government.
- **Miscellaneous charge (other charges that may appear on your bill):** Service deposits, Service charge, Same day service, Meter test, Cut-off charges or Trip out, Billing adjustment, Returned check and service charge, Transferred account balance, Extra dumpster service, Major appliance pick-up, DNR fee, Other.

Update contact information

Mailing Address: _____

Phone Number: _____

Email Address: _____