



GENERAL INFO

Billing & Payments ⇨ Services are billed monthly and due 10 days after the bill date. Water charges are a base fee plus volumetric usage. Sewer for residential customers is a base fee plus volumetric usage based on the average water used over the four months of NOV, DEC, JAN and FEB. Usage for new customers is based on the average of all residents until the next averaging cycle. Payment options for your utility account include paying online at www.wentzvillemo.org, an automatic draft from your checking account, savings account or credit card, mail-in payment, drop box, or with a credit card by phone or in person. Cash, check, money order and most major credit cards are accepted. When you access your bill online, you can not only pay your bill, you can also see payment and consumption history.

Solid Waste and Recycling ⇨ Solid Waste and Recycling costs are consolidated with the water and sewer monthly bill. For detailed solid waste collection and recycling information, please visit bit.ly/solidwasteandrecycling. For trash billing questions, contact the utility billing office at (636) 639-2155. For service-related issues or to add/remove services, please call Public Works at (636) 639-2049.

Sign up to Give Back! ⇨ By simply signing up to "round up" your monthly utility bill to the nearest dollar you can make a great, positive impact on our senior community. Learn more at bit.ly/wentzvilเลอร์oundup.

CHECK FOR LEAKS

Does your water bill seem higher in usage? More often than not, a leaking toilet can be the cause of this increase. A quick in-home test can be done to see if this is indeed the problem.

First, put a few drops of food coloring into your toilet tank. Then, wait 10 minutes without flushing and check to see if the color shows up in the toilet bowl. If so, you have a leak and a quick and easy seal replacement should stop your water loss.

Be sure to run this test on all the toilets in your home and also check the handles to be sure they're not sticking, as this will also cause water loss by the toilet continuously running. For more information concerning water usage, please visit bit.ly/watercustomers.

2019 UTILITY RATES

WATER AND SEWER RATES

Monthly Base Fees for Water and Sewer

Meter Size	Water Base	Sewer Base
3/4" & below	\$4.53	\$11.67
1"	\$7.25	\$17.78
1-1/2"	\$12.44	\$29.42
2"	\$17.64	\$41.07
3"	\$29.17	\$67.02
4"	\$52.52	\$119.44
6"	\$77.69	\$176.01
8"	\$93.21	\$210.91
10"	\$124.29	\$280.72



Volumetric User Fees for Water and Sewer

Water customers are charged \$3.95 per thousand gallons of water in addition to the monthly base fee.

Sewer customers are charged \$4.24 per thousand gallons of water in addition to the monthly base fee. For residential sewer customers, this is based on their average winter water usage.

SOLID WASTE AND RECYCLING RATES

Type of Service

Service Fee

Solid Waste (96 gal cart) & FREE Recycling cart.....	\$15.00/month
Solid Waste (64 gal cart) & FREE Recycling cart.....	\$15.00/month
Solid Waste (private can) & FREE Recycling cart.....	\$13.50/month
Yard Waste Service with 96 gallon cart (10 months)	\$11.00/per month
Yard Waste Service with private can (10 months).....	\$ 9.00/per month
Yard Waste per bag (without service)	\$3.50/per bag
Additional Yard Waste cart (96 gal only)	\$4.00/month
Additional Recycling cart	\$2.00/month
Additional Solid Waste cart (96 gal only).....	\$4.00/month
Second day per week Solid Waste & Recycling Pickup.....	\$15.00/month
Large-Item Pickup (By Appointment)	\$18.25/per item
FREE Spring Large-Item Pickup (April 29-May 3, 2019) ..Limit 4 large items/address	
FREE Fall Large-Item Pickup (Sept. 30-Oct.4, 2019)	Limit 4 large items/address

PAYMENT OPTIONS



As noted in the first panel, payment options for your utility account include automatic bank draft from your checking or savings account, automatic draft by credit card, mail-in payment, drop box, pay-by-phone with a credit card, or in person. A drop box is available at City Hall (1001 Schroeder Creek Blvd.) Cash, check and money orders are accepted, as well as MasterCard, Visa, American Express and Discover cards. Please note, payments made with a credit or debit card will incur a 2% surcharge. Please contact the utility billing office at (636) 639-2155 with any questions, between 8 a.m. and 5 p.m., Monday through Friday.



PAY BY PHONE 24/7/365

The City of Wentzville now gives you access to your utility account 24 hours a day, 7 days a week, 365 days a year. Pay your bills on your own time — with no waiting. Access your account instantly through a secure, automated system to get real-time balances, payment amounts and due dates. To make your payment over the phone, please call (833) 326-7020.

OPT-IN TO RECEIVE TEXT REMINDERS

Residents and business owners can now also opt-in to receive utility bill reminders by text (instead of by phone call). To change your preferences, please call (636) 639-2155.

SCHEDULE PAYMENT OPTIONS

You can now schedule payments in advance. You can also schedule credit-card drafting with the date* of your choice. To setup one of these options or for more information, please visit bit.ly/wentzvillebillpay. Please note: for these options, the 2% surcharge will apply. *Payments scheduled after the due date may be subject to late fees.

The bit.ly links included directly access the City of Wentzville's website.



Recycle Responsibly

Still Accepted
for Curbside Pickup



ALUMINUM, TIN AND
STEEL CANS



PLASTIC (Clear or Colored*)
Accepted #s: 1, 2, 3, 5 and 7
**NOT Accepted #s: 4 and 6
and black plastics*



Wentzville Missouri
The Crossroads of the Nation

Produced December 2018



GLASS BOTTLES
AND JARS



MIXED PAPER
(Newspapers, magazines,
junk mail, computer
paper, telephone books)



CORRUGATED CARDBOARD

No Longer Accepted
for Curbside Pickup

Help give recyclable material new life
and conserve landfill space by taking
these items to a local drop-off site.

Find FAQs, drop-off site locations and more at www.wentzvillemo.org.

