



# 2023 UTILITY RATES

To learn more about service fees and payment options, please visit the Utility Billing Division webpage at [www.wentzvillemo.gov/utilitybilling](http://www.wentzvillemo.gov/utilitybilling).

## Billing and Payments

Services are billed monthly and due 10 days after the bill date. Water charges are a base fee plus volumetric usage. Sewer charges for residential customers are a base fee plus volumetric usage based on the average water used over the four months of November, December, January and February. Usage for new customers is based on the average of all residents until the next averaging cycle. Solid waste and recycling costs are consolidated each month with your water and sewer bill. Learn more at [www.wentzvillemo.gov/utilities](http://www.wentzvillemo.gov/utilities).

If you have solid-waste related billing questions, you can contact the Utility Billing office at (636) 639-2155, between 8 a.m. and 5 p.m., Monday through Friday.

To add or remove services, please visit [www.wentzvillemo.gov/request](http://www.wentzvillemo.gov/request) or call (636) 327-5101.

Did you know when you set up an online account you can pay your bill, view payment history for tax purposes, access consumption history, setup auto-pay and much more! To set up an account, visit [www.wentzvillemo.gov](http://www.wentzvillemo.gov) and click "Pay My Bill."

## SOLID WASTE AND RECYCLING RATES

Solid Waste and Recycling Weekly <sup>3</sup>	\$17/month
Solid Waste and Recycling Weekly (Senior Rate) <sup>3</sup>	\$16/month
Additional (40 gal.) Trash Bags Outside Your Cart <sup>4</sup>	\$2.50/bag
Additional Cart for Solid Waste or Recycling	\$3/month
Additional Solid Waste/Recycling Weekly Collection	\$17/month
Large-Item Pickup (three items per quarter)	Three items free/quarter
Additional Large-Item Pickup	\$24/item
Yard Waste 10-Month Service, per year up to 15 leaf bags (30 gallon)/week	\$100/year
Yard Waste Furnished Cart	\$30/year
Yard-Waste Per Bag Pickup	\$4/bag (three-bag min.)
Cart Swap	\$24/per cart
Trip Fee	\$12/per trip

## Payment Options

**PAY BY PHONE 24/7/365:** The City of Wentzville now gives you access to your utility account 24 hours a day, seven 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 also opt in to receive utility bill reminders by text (instead of by phone call), when a shut-off is pending. To change your preferences, please call (636) 639-2155.

**SCHEDULE PAYMENTS IN ADVANCE:** You can schedule payments in advance, and also schedule credit-card drafting with the date of your choice. To learn more or set up one of these payment options, please visit [www.wentzvillemo.gov/paymybill](http://www.wentzvillemo.gov/paymybill).<sup>1</sup>

**IN PERSON OR DROP BOX:** Stop by in person during business hours or visit the 24-hour drop box at City Hall (1001 Schroeder Creek Blvd.) Cash, check and money orders are accepted, as well as MasterCard, Visa, American Express and Discover cards.<sup>2</sup>

## Help Our Community

Sign up to Give Back! Wentzville residents can register to round up their utility bills to the nearest dollar to benefit Wentzville seniors. Funds raised from the "Round-Up" program are donated to our local Meals on Wheels service.

If you register for "Round-Up," your monthly utility bill will be rounded up to the next highest dollar. For example, if your bill is \$44.25 it will be rounded up to \$45.00 for a contribution of \$0.75.

To register for our "Round-Up" program or to view more information, please visit [www.wentzvillemo.gov/giveback](http://www.wentzvillemo.gov/giveback).

## 2023 Water and Sewer Rates

Meter Size	Water Base	Sewer Base
3/4"	\$6.82	\$13.41
1"	\$10.75	\$21.25
1 1/2"	\$18.75	\$36.79
2"	\$25.89	\$51.34
3"	\$44.89	\$87.40
4"	\$79.80	\$156.11
6"	\$121.86	\$235.47
8"	\$156.42	\$294.56
10"	\$225.57	\$412.73



## Volumetric User Fees for Water and Sewer

Water customers are charged \$4.72 per thousand gallons of water in addition to the monthly base fee. Sewer customers are charged \$4.76 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.

<sup>1</sup> Payments scheduled after the due date may be subject to late fees.

<sup>2</sup> Please note: A 2% surcharge will apply to all credit card payments made with these payment methods.

<sup>3</sup> These rates include one trash cart and one recycling cart and up to three trash bags (40 gal.) outside your cart.

<sup>4</sup> Up to three additional (40 gal.) trash bags outside your cart are included in your weekly rate; an additional per-bag charge will occur beginning with the fourth bag.

# Utility Billing Codes

<b>Bill Code</b>	<b>Description</b>	<b>Cost</b>
BD	BILLED DEPOSIT	\$150
BF	BACKFLOW FEES	\$10/\$15/\$30
HY1	HYDRANT RENTAL FEE	\$7/\$25/\$75
HY2	HYDRANT LATE READ	\$30
LI	LARGE ITEM PICK UP	\$24
PN	PENALTY	1.5%
SA1	SANITATION 1X PICK UP	\$12
SA2	SANITATION TWICE A WEEK	\$17
SA3	EXTRA BAG FEE	\$2.50
SA4	CART+CLEAN/SWAP	\$24
SC	SERVICE CHARGE	VARIABLES
SC1	ON/OFF FEE	\$53
SC2	TAMPER FEE	\$133
SC3	OVERTIME FEE	VARIABLES
SE	SEWER	VARIABLES
SF	STATE FEE	VARIABLES
SR	SENIOR TRASH DISCOUNT	\$1 CREDIT
TC	ADDITIONAL TRASH CART	\$3
T9	TRASH W/ 96 GAL CART	\$17
WA	WATER	VARIABLES
WP	WATER POLLUTION ACT	VARIABLES
YC	YARD WASTE W/ CART	\$13
YW	YARD WASTE ONLY	\$10
YWB	YARD WASTE BAG	\$4

If you have any further questions about billing codes, please call the Utility Office at (636) 639-2155.