

The Raytown Water Co.



*The Oldest Business in Raytown
Serving the Public since 1925*

10017 E. 63rd Street
Raytown MO 64133
816-356-0333

www.raytownwater.net

E-mail : Customer@raytownwater.net
Hours: Monday - Friday 7am to 4pm.
Closed all Federal Holidays

WHAT HAPPENS IF YOU TURN YOUR WATER BACK ON ILLEGALLY?

Have you ever faced a situation where your water was shut off due to non-payment of bills? Being deprived of running water can be extremely disruptive to daily life. You may feel tempted to take matters into your own hands and **turn the water back on illegally.**

Understanding Why Your Water Was Turned Off

There are a few reasons why your water utility company may have made the decision to shut off water to your home or business. The most common include:

- Non-payment of water bills – If you fail to pay your water bill for an extended period, your provider can discontinue service. This serves as an incentive to keep accounts current.
- Planned repairs & maintenance – Occasionally shutdowns are required for nearby repairs or system upgrades. This is usually communicated in advance.
- Emergencies – Rare large leaks, contamination issues, or pipe bursts can require emergency shut offs. Safety comes first.

In most cases though, it comes down to overdue water bills. Let's talk about why tampering with the meter is not the appropriate response.

What Exactly Happens Legally If You Turn It Back On?

If discovered, tampering with water meters or infrastructure without consent from your municipal utility provider almost always results in:

- Financial penalties and fines starting around \$500
- Payment for all unauthorized usage of water
- Fixing any damages caused in the process
- Possible misdemeanor charges for utility theft
- Possible felony charges for utility tampering
- Strict limits and barriers to restoring normal water service

Rarely does illegally restoring your own water result in saving money or avoiding consequences you hoped for.

Conclusion

Having your water shut off due to failure to pay bills creates an extremely difficult situation. But tampering with water meters and illegally turning your service back on only compounds existing issues with financial penalties, criminal liability, damage to infrastructure, and ethical concerns over fair resource usage. Always first contact your local water provider directly to discuss hardship assistance programs or alternative solutions to safely restoring your water service. Preventative steps like budgeting, monitoring your usage, fixing leaks quickly, and communicating early about payment problems will help avoid shut offs and the need to ever consider illegal tampering.

Termination of service, disconnection and reconnection

Disconnection for service by Company for non-payment.

Payment in full for the past due balance and all disconnect/reconnect fees must be paid with certified funds prior to reconnection of water service.

Discontinuance of service by customer can be done by phone, fax or mail. No charge to customer for this service.

Procedures to avoid discontinuance of service during a period of absence. Contact our office immediately to advise of a long term absence. RWC will stop the water service during your absence which will suspend the water bill and sewer billing. Contact us during business hours to resume your water service.

This information is being provided in accordance with **20CSR4240-13.040(3)**, which are the rules of the Missouri Public Service Commission (MPSC) which regulates investor owned utilities.

The customer has the right under procedures in 4 CSR 240-2.070 to file a formal or informal complaint with the MPSC. If you have any inquiry, billing question or service-related problem that your utility provider cannot answer, please contact the MPSC at PO BOX 360, Jefferson City, MO 65102 or toll free at 1-800-392-4211 or visit the PSC website: www.psc.mo.gov

The Office of Public Counsel represents the interest of utility consumers in proceedings before the MPSC. You may contact them at PO BOX 2230, Jefferson City, MO 65102-2230 or [\(800\) 392-4211](tel:8003924211) or at www.mo-opc.gov

*The Drinking Water Primacy Fee:

What Does The Fee Do For You?

10/2011 PUB002229
In 1992, the Missouri legislature passed a bill establishing a "primacy fee," which public water systems have collected from their customers. The fee is set by state law and ranges from \$1.08 to \$3.24 per year. House Bill 1149 increased the drinking water primacy fee. In 2014, the Missouri Legislature removed the "sunset" date for the fee in Senate Bill 642. The current fee structure will expire August 28, 2024. This user fee, paid by the customers of Missouri's public water supply systems, supports the department's efforts to ensure Missourians are provided adequate water that is safe to drink. The recent fee increase was necessary to help the department implement new federal rules that will dramatically increase the state's monitoring costs. The public water system may collect the fee once a year or in monthly or quarterly installments. For more information goto: <https://dnr.mo.gov/env/wpp/primacyfee.htm>

Welcome to Raytown Water Company (RWC), providing safe and adequate water to the community since 1925.

When you apply for your water service with us, you will need to provide the following information to complete your application:

Service Address

1. Applies to all residents over 18 years of age
2. Social Security Number(s)
3. Drivers License Number, State ID or Passport (photo ID)
4. If renting the home, we need a copy of the written lease/rental agreement.
5. If purchasing a home or starting service with RWC for the first time, a copy of the mortgage/deed, (showing proof of ownership)
6. You may be required to pay a deposit at the time of application. The minimum deposit is determined as 2 times the highest water bill for the history of the property. You may also request to have your deposit billed to you over a period of time. The term will be determined by the amount of the Deposit required for the property.

If we receive your completed application by 12:00 NOON, we may be able to give you same day service, otherwise it will be the next business afternoon.

Your information is forwarded to the City of Raytown who bills the sewer service separately.

Billing:

RWC physically reads each meter and bills monthly; therefore, it is important to keep your meter well accessible. If estimation is necessary, our software program generates an estimated bill based on the previous 6 months. Bills are due upon receipt and become delinquent 21 days after issue date. If payment is not received by/on 21st day, a late charge may be assessed (\$5.00 or 1% of the bill, whichever is greater) and a first warning/late notice issued (usually on yellow paper). A final notice (pink

paper) will be issued the following week with the scheduled Disconnect date. **ANY Past due balance** is subject to disconnect. Payments must be received before the disconnect date to avoid possible additional fees. *If disconnected, an additional deposit may be required in addition to all applicable restoration fees. FULL payment (certified funds only) is required for restoration. If payment is not received after 10 days, the account will be automatically closed.*

Payment Requirements:
Deadline to pay is the 21st day after bill is rendered. Your bill has a due date printed on the statement.

Accepted payment methods:

- o ACH - Automatic withdrawal from your checking/savings account. Contact our office for more details.
- o Cash, Check Money order, Credit/Debit Card (Visa, MasterCard, Discover, American Express) Card payments require 3rd party processing fee paid by customer at time of transaction.
- o In person – regular business hours.
- o Online-www.raytownwater.net *Payments made by 7PM CST will be posted the next business day.*
- o Mail or Drop Box(es): located under the drive thru canopy and in the North-West corner of the main building (not responsible for cash thru mail or left in drop box).

Rates for Residential effective March 4, 2024

Base Charge monthly:

Meter Size	Charge	Meter Size	Charge
5/8"	\$16.96	2.0"	\$80.75
1.0"	\$30.76	3.0"	\$144.33
1.5"	\$53.45	4.0"	\$235.10

Water: \$10.65 / 1000 gal

Applicable City and State Taxes & fees

*MO Primacy Fee .44 for 5/8" service

Minimum Security Deposit: 2xs the highest bill for the property for previous 12 months.

- Collections Administrative Fee \$15.00
- Trip Charge fee during hours \$25.00
- Trip Charge after hours \$40.00
- Disconnect fee \$25.00
- Reconnections are performed on regular business days only. Fees are as follows: payments received by 3:00 = \$25.00 per trip
- Payments received after 3:00 = \$40.00 per trip (only available on original disconnect day)
- Returned Check Charge (NSF) \$25.00
- Emergency Call out \$25 per occurrence during business hours or \$40 per occurrence during non-business hours.
- Additional labor charge after the 1st hour as follows:
 - During business hours \$25/hr min1 hr
 - During non-business hours \$40/hr min1 hr
 - Thaw Frozen meter \$25/\$40 per trip
- Meter testing charge: Once a year for free. Any additional tests completed within a 12 month period will be at the customer expense of \$25 each + costs.

Payment extension plan for water bill: Only allowed once in a 12 month period. Customer must apply in person and pay a \$6.50 nonrefundable administrative fee.

Sewer Service - City of Raytown
 The City of Raytown bills customers monthly. Sewer payments can be paid in person at Raytown City Hall, 10000 E. 59th St.

RWC is required by Missouri Statue to turn water off for past due sewer bills when directed by the City of Raytown. For *questions regarding your Sewer bill please call 816-737-6088 or fax 816-737-6142.*

Trash Service
 The City of Raytown does not provide trash service. You will need to contact a private Trash Service Company listed in the phone book.