

Salem Municipal Utilities
POLICY REGULATIONS

Utility Office:

The Utility Office is opened between the hours of 8:00 A.M. and 5:00 P.M., and the Drive-Up Window is opened between 8:00 A.M. and 5:00 P.M., Monday through Friday, except on declared City holidays. The Utility Office is located at the City of Salem Administrative Offices, 400 North Iron Street.

Connects:

New services can be obtained by coming to the Utility Office and giving the following:

1. Your name and new address.
2. Your deposit. A utility customer must provide a cash deposit before any utilities will be turned on.
3. The date you wish service to begin.
4. Sign a City work order authorizing the turn on.
5. Your telephone number.
6. One form of I.D. will be required by anyone connecting to City Utilities which must be a Government Issued Picture ID. (Approved by the Board of Aldermen 8/21/00)

Note: All past due bills left with the City of Salem by any customer must be paid in full before service can be extended to that customer again.

After a customer's account with the City of Salem, Missouri is past due more than ninety (90) days, the account may be sent to a collection agency for collection purposes authorized by law including but not limited to the pursuit of litigation for collection purposes. The customer shall be responsible for all collection fees and costs including attorney fees, expenses of litigation, court costs and interest and penalties on the past due account. (Ord. 3173, §§1-2).

Also, if a reconnect occurs within a year of a disconnect to the same name and address, a service fee of twenty-five dollars (\$25.00) must be paid before service is reconnected. Exception: Owners of rental properties, if they are getting the property ready for new renters and if the service is less than 2 weeks in duration. (Approved by Board of Aldermen 11/6/95).

Disconnects:

Service can be disconnected by coming to the Utility Office and giving the following:

1. Your name and address.
2. The date the service is to be disconnected.
3. Your future address.
4. Sign a City work order authorizing the turn off of utilities.

Emergency Service:

In case of trouble with City Services, telephone the Utility Office at 729-4117. If after normal working hours contact the Salem Police Department at 729-4242.

Deposits:

1. Deposits are required on all residential and commercial property.

Commercial Electric	\$ 150.00
Residential Electric	\$ 125.00
Commercial and Residential Water	\$ 50.00
Multiple Utility Accounts	\$ 500.00
Sanitation	\$ 25.00

- (a) A utility customer will not be required to post a utility deposit if the customer has a credit history with the City of Salem for a period of twelve (12) consecutive months immediately prior to applying for utility services and the customer has not had any utility service disconnected for non-payment on more than one (1) occasion within the twelve (12) consecutive months immediately prior to application for services. (Ords. 2888, 3172)
 - (b) A customer will not be required to post a utility deposit if the customer's deceased spouse had a credit history with the City of Salem for a period of twelve (12) consecutive months immediately prior to applying for utility services and the deceased spouse did not have any utility service disconnected for non-payment on more than one (1) occasion within the twelve (12) consecutive months immediately prior to application for services. (Ords. 2888, 3172)
 - (c) A customer will not be required to post a utility deposit if the customer, having another name or "doing business as", had a credit history with the City of Salem for a period of twelve (12) consecutive months immediately prior to applying for utility services and the customer did not have any utility service disconnected for non-payment on more than one (1) occasion within the twelve (12) consecutive months immediately prior to application for services. (Approved by the Board of Aldermen 8/21/00)
 - (d) No deposit will be required for accounts that are for dusk to dawn lights only. (Approved by the Board of Aldermen 2/20/01)
 - (e) The City will not pay interest on deposits. (Ords. 2888, 3172)
 - (f) Deposits will be refunded upon closing of the utility account. (Ords. 2888, 3172)
 - (g) Deposits shall be applied to overdue accounts and any remaining amount shall be refunded to customer upon closing of the account. (Ords. 2888, 3172)
 - (h) Return of deposits will be paid upon request, beginning January 1, 2000. Before deposits can be returned you must have 24 consecutive months of good payment history. (Board of Aldermen Meeting 6/4/01.)
2. Customers installing additional meters shall pay a deposit for each meter in service, unless customer is not required to post a deposit pursuant to Section 1(a). (Board of Aldermen Meeting 11/1/99.)
Exception: Commercial users holding long term leases of 5 years, or more, on rental property will be charged \$150.00 deposit on the initial meters; all additional meters installed at the same location to be without an additional deposit.
 3. No deposit will be transferred to any person other than the person whose name is on the deposit certificate.
 4. Deposits can be transferred from one residence to another. Both residences may be left on while in the process of moving. However, this period may not exceed two weeks from the time utilities are connected at the new residence. In the event that utilities do remain on at both places for the same customer for a period longer than two weeks, an additional deposit will be required.
 5. Construction companies installing temporary electric meters will pay a current deposit during construction period.
 6. A utility customer who desires to have a detached garage with a separate electric meter will be charged residential rates on the garage meter as long as the garage is not used for commercial purposes. (Approved by the Board of Aldermen 3/17/11)

Billing and Payment:

1. The Salem Municipal Utility Office will endeavor to send each utility customer, by mail, a monthly statement of their utility charges. **This statement is your first and final notice.**
2. The Salem Municipal Utility Office has one billing each month. Bills are mailed on the 1st of each month.
3. Your monthly statement list two (2) payment amounts.
 - 1st Amount - Actual amount due for metered usage (You have from the 1st to the 20th to pay this amount.
 - 2nd Amount - If your bill is not paid by the 20th your bill it is considered delinquent and in this time period you are paying an additional 10% penalty.

If your utility bill is paid within 10 days from the date of mailing, you will receive a 1% discount on your electric, which will be credited on your next month's bill. (Ord. 3218)

Note: Printed at the top of your monthly statement is the date and time your bill has to be paid by and the date your utilities will be disconnected if payment has not been made.

4. The City has an after-hour drop box that is available for your convenience, located at the front of the City Administrative Offices. Anything deposited in the drop box after 5:00 p.m. will not be posted and dated until the following day.
5. No post-dated check will be accepted as payment of utility bills.
6. The City no longer goes by the postmark on a utility payment. Payment is posted on the day that it is received.
7. VALID CHECKS ONLY: Upon the return of an insufficient funds check issued for the payment of an account with a deadline due date, services will be discontinued immediately without further notice to the user.
8. After one insufficient funds check is received from a customer, future bills must be paid in cash. To re-establish your check paying privileges you will have to pay with cash 24 continuous months. (Approved at 7/16/01 Board of Aldermen Meeting)
9. If final date for discount or net bill falls on a weekend or a holiday, date is extended to the following day; otherwise, bills are due and payable according to the schedule on the billing statement.
10. When using a landlord's or designated representative's name (such as real estate broker or Public Administrator) it will be the landlord's or designated representative's responsibility to see that the utility bill is paid and the landlord or designated representative would then be aware of any of his accounts that would be subject to disconnection due to non-pay.
11. A living spouse may add their name to their residence utility account with their spouse if the spouse's name is not currently on the utility account. However, both spouses will have to come and sign (jointly) a new account card and verify their identity. In order for a spouse to turn utilities services on (ex. rental properties) in their names (husband & wife) without paying any additional deposit, besides their residence deposit, will require 12 consecutive months of current on-time payment history in either or previous spouse's name. (Approved 10/18/99 Regular Meeting of the Board of Aldermen.)

Disconnects for Non-Payment:

1. A utility customer who has had utility services disconnected shall pay all delinquent utility charges and all unpaid balances due to the City of Salem for any reason except unpaid property taxes plus a twenty-five dollar (\$25.00) penalty, if the reconnection is accomplished in normal working hours, and a fifty dollar (\$50.00) penalty, if the reconnection is completed during other than normal working hours, before utility services shall again be provided. Normal working hours are defined as 8:00 A.M. to 5:00 P.M., Monday through Friday, except on declared City holidays. (Ord. 2868, §2.)
Reconnect fees will increase to \$50.00 after an account holder has been disconnected three (3) times for non-payment. (Approved 7/6/09 Board of Aldermen)
NOTE: Your utilities are considered disconnected whether they are physically cut-off or not if your payment has not been received by 5:00 p.m. on the 5th day of the following month and will be disconnected on the 6th.
2. A utility customer who has more than one utility account with the City and has become delinquent on one or more of the accounts, shall be disconnected on the delinquent accounts only. If the customer fails to pay the delinquent charges plus service fees on an account within thirty (30) days after disconnection, then the City may disconnect utilities on all accounts in that customer's name or control. (Ord. 2868, §3.)
3. A utility customer with CT metering service who has had utility services disconnected, shall pay all delinquent utility charges plus a one hundred dollar (\$100.00) service fee before utility services shall again be provided. (Ord. 2868, §4.)
4. In the event a water or electric meter is disconnected for non-payment of utility bill, all deposits must be updated to the present level required by ordinance before utilities can be reconnected. If it is your first time to be disconnected you will not have to pay a deposit (if you don't have one currently with the City) but if it happens the second time, you will have to pay the required deposit. On account holders who have a deposit, but it is not the current deposit, you will not have to update your deposit on the first time disconnect but will have to update your deposit if you are disconnected a second time. The \$25.00 service fee for disconnect on non-pay customers must still be paid. (Adopted by the Board of Aldermen 7/21/97.)
5. City employees handling cutoffs will knock on the customer's door and leave a notice indicating to the customer what must be done to reconnect utilities. In the event no one answers the door, the notice may be left in or under the door.
6. The City of Salem, Missouri, may disconnect electric utility services provided to any residential or commercial customer if said customer has any unpaid balance due and payable to the City. Prior to disconnection, the City shall cause to be mailed to the customer at the customer's last known address, a detailed statement of the amount due to the City with a description of the basis for the amount due. The statement shall clearly state the date on which

disconnection will occur, but not less than thirty (30) days from the date of mailing, if said amount is not paid in full. For purposes of this section, unpaid property taxes shall not be cause for disconnection.

General Rules:

1. All electric and water meters will be listed separately on utility bills. No two electric or no two water meters will be billed on the same account.
2. All meters listed in the meter books (regardless of whether they are on or off) will be read every month.
3. Owners of residential rental property having utilities turned on in the owners name for a short period of time to ready the property for a new renter's occupancy shall be charged the residential rate for utilities.
4. Electric meters are to be booted and left on buildings when vacated.
5. When a meter fails to correctly register the amount of electricity or water consumed, the amount of the bill will be estimated by using an average of bills of the months preceding.
6. If a customer wishes to have his meter tested, he must sign a work order at the Utility Office requesting this service. If the meter is correct, a \$10.00 service charge will be made to the customers; if the meter is incorrect, adjustments will be made accordingly.
7. It is illegal for any person to turn on their own utilities.
8. It is understood and agreed that the City of Salem does not guarantee a constant supply of electricity or water to the consumer's premises.
9. The City's meter readers must have access to both water and electric meters during normal working hours. It will be the responsibility of the utility customer to see that dogs are tied up properly, cars are not parked on meters, etc. so that the meter readers can do their job properly.
10. The Director of Public Works and the Mayor are allowed to deviate from written policy in cases where policy is in conflict with common sense. (Approved by the Board of Aldermen 2/20/01)
11. **Work Orders** – Work orders are needed for any of the services the City provides (i.e. tree trimming, turning on or off of utilities, etc.). These work orders must be signed by the utility customer.
Exception: If an account holder writes a letter stating that they give permission to the licensed electrician or licensed plumber to sign to turn off the electric or water and by signing the letter and giving the last four digits of their driver's license number the licensed electrician or plumber can sign the work order to do repairs. (Passed 7/21/08)
Exception: If a senior citizen is disabled due to health reasons and cannot come into the city offices and needs a work order, the service man will take the work order to the senior citizen for their signature. (Approved 7/6/09 Board of Aldermen)

After Hour Fees:

All utility service connections are to be eliminated on weekends and holidays except in emergency situations. An emergency situation exist only when the water system inside of the building has failed and is resulting in damage to the building and furnishings. Planned modifications to the existing water system does not constitute an emergency. (Ord. 2867, §2.) If utilities are turned off or on, after hours, customers will be charged a \$25.00 fee to turn off utilities and a \$25.00 fee to turn on utilities. However, individuals and businesses who have posted a cash security deposit in the amount of \$100.00 with the City Clerk before they cause or allow the City's water meter valve to be shut off for any reason other than for emergency situations (Ord. 2867, §1.) and who are in possession of adequate equipment, may turn off the City's water meter valve but must notify the Utility Office of the work that was done. The Salem Police Department Dispatchers are to advise those requesting service during non-working hours, for non-emergency or something that is not the City's problem, of the after hour fees. Any individual or business that has not posted the above referenced security deposit and causes or allows the City's water meter valve to be shut off for non-emergency reasons shall be subject to a \$200.00 fine for each occurrence. (Ord. 2867, §3.)

Bills During Prolonged Absence:

Customers are requested to do one of the following in case of prolonged absence:

1. Sign a work order requesting that services be disconnected for the period of absence. (A charge of \$25.00 will be made if utilities are reconnected within one year.)
2. Make an advance payment of the estimated amount of the utility bills.
3. Furnish a temporary address to which bills are to be forwarded.

Causes for Discontinuance of Service:

The City of Salem reserves the right to discontinue service, disconnect its lines, and remove its property from a customer's premises for any of these reasons:

1. For emergencies or repairs.
2. For non-payment of bills when due.
3. For stealing electricity or water.

Liability of Consumer:

The consumer shall not interfere with, or alter municipal utility meters or other property or permit same to be interfered with or altered by anyone other than properly identified municipal employees. The consumer is liable for damages caused directly or indirectly to property belonging to the City of Salem.

Street Department:

The Street Department will pick up yard waste on special pick-ups at a fee of \$35.00. You must have a work order filled out and signed before the pick up will be made. This can be done at the Utility Office located at City Hall.

If you will bag your leaves in biodegradable bags, which can be purchased at the Utility Office, the Street Department will pick them up when they have available time.

Note: There will be two City-wide clean-ups per year, Fall and Spring at no charge to the citizens.

Rates for Extension of Utility Services to New Areas:

Sewer:

- 4-inch line \$ 275.00
- 6-inch line \$ 350.00

Water:

- ¾-inch line \$ 790.00
- 1-inch line \$ 1,095.00
- 2-inch line \$ 2,760.00
- 2-inch line w/Compound \$ 2,900.00

For residents outside of the City limits, an additional 10% of the above hookup charges will be added accordingly, to make up the total hookup charge.

Cost to use Water Salesman - \$0.25/40 gal.

Electrical Charges

- | | |
|----------------------------------|-------------------------------------|
| • New Service or Service Upgrade | Cost of Wire by Foot |
| • Install DD Light Only | \$ 125.00 |
| • Set Pole or Move Pole | \$ 200.00 |
| • Replace DD Light Bulb | \$ 20.00 (replace light, eye, etc.) |

Note: The above rates were set by the Board of Aldermen at the Regular Meeting held August 3, 2004.

RATE SCHEDULE

ELECTRIC RATES

(Ordinance NO. 3457, Effective 7/31/2020 Billing)

Residential Services

\$ 0.0931 per kwh

Minimum Bill \$18.62 – 200 kwh or less

Commercial Services

\$0.0931 per kwh

Minimum Bill \$37.24 – 400 kwh or less

Demand Rates

\$ 0.0857 per KWH and \$3.00 per KWD

1% Discount if Paid by the 10th

10 % Added if Paid After the 20th

WATER RATES

(Ordinance No. 3392, 7/30/18)

Residential and Commercial

Rates Within The City

\$6.00 base rate

\$5.39 vol. rate/1,000 gallons

Rates Outside The City

\$12.00 base rate

\$6.78 vol. rate/1,000 gallons

Exception: Monthly Commercial Manufacturing Averaging Over 350,000 Gallons/Month

\$6.00 base rate

\$3.47 vol. rate/1,000 gallons

Base rate does not include any gallons and the volume rate will be assessed starting with the first gallon consumed.

No Discount on Water Bills

10% Added if Paid After the 20th

SEWER RATES

(Ordinance No. 3392, 7/30/18)

Rates Within The City

\$6.00 base rate

\$5.65 vol. rate/1,000 gallons

Rates Outside The City

\$12.00 base rate

\$7.09 vol. rate/1,000 gallons

Monthly Flat Use Units (Trailer/Apts.)

\$6.00 base rate

\$3.93 vol. rate/1,000 gallons

(just vol. no per unit charge)

Monthly Hotel/Motel

\$6.00 base rate

\$5.65 vol. rate/1,000 gallons

(just vol. no per room charge)

Monthly Sewer Rate If No Water Meter

\$52.79 - \$34.56/add'l unit

Base rate does not include any gallons and the volume rate will be assessed starting with the first gallon consumed.

No Discount on Water Bills

10% Added if Paid After the 20th

SANITATION RATES

(Contracted to Waste Corporation of America)

Rate Within The City

Residential

Under the age of 62 - \$15.00

62 years of age and older - \$14.50

(Trash pickup is mandatory for City residents having electric service.)

NOTE: 6 bags or 4-30 gal. Trash can limit City of Salem does all the billing

Commercial Rates

Commercial customers should contact Waste Corporation for
Commercial charges at 1-800-359-7929

Rate Outside The City

Residential

Under the age of 62 - \$18.00

62 years of age and older - \$18.00

NOTE: Sanitation charges are billed for the current month and not based on service dates. The and collection for the residential sanitation fees for Waste Mgmt.