

**AN ORDINANCE AMENDING SECTION 700.431- UTILITY BILLING-  
BILLING, DUE DATE, ADJUSTMENTS, PAYMENTS AND  
DISCONNECTION OF THE PLATTE CITY CODE**

**WHEREAS**, The City of Platte City from time to time determines the need to adjust utility billing due dates and reconnection/disconnection fees and procedures to better serve the community.

**BE IT ORDAINED BY THE BOARD OF ALDERMEN OF THE CITY OF PLATTE CITY,  
MISSOURI AS FOLLOWS:**

**SECTION 1:** Amend SECTION 700.431: Utility Billing — Billing, Due Date, Adjustments, Payments and Disconnection.

**SECTION 700.431: Utility Billing — Billing, Due Date, Adjustments,  
Payments and Disconnection**

- A. Billing Dates. Bills for City utility service (water, wastewater, refuse) shall be mailed to the customer on or before the fifth day of each month and shall be due by the 20th day of each month. Bills shall be due on the next business day if the 20th is a weekend or holiday.
- B. Overdue/Delinquent Date.
1. Utility bills remaining unpaid after the 27<sup>th</sup> day of each month (or next business day if the 27<sup>th</sup> is a weekend or holiday) shall be deemed overdue/delinquent except as follows:
    - a. Electronic payments arriving prior to the start of normal business hours on the 27<sup>th</sup> day of each month; and
    - b. Payments placed in City utility service payment drop box prior to the start of normal business hours on the 27<sup>th</sup> day of each month; and
    - c. Payments arriving in the United States mail delivery on the 27<sup>th</sup> day of each month.

2. Bills paid in accordance with the specific conditions listed above shall be considered paid on time and shall not be deemed delinquent/overdue.
- C. Penalty. A penalty of ten percent (10%) shall be applied to the unpaid balance of any utility service bills that are deemed delinquent/overdue in accordance with the preceding Subsection.
- D. Waiver of Delinquent/Overdue Penalty.
1. Upon request the City Collector may waive the delinquent/overdue penalty one (1) time in any sixty-month (five-year) period for any customer/account which had no delinquencies or late payments during that period. Customers with less than sixty (60) months [five (5) years'] service with the City are not eligible for a waiver.
  2. The City Collector, with the written concurrence of the City Administrator, may waive a delinquent/overdue penalty due to extreme hardship, financial emergency or other extraordinary event. The City Collector shall report extraordinary delinquency waivers to the Board of Aldermen within forty-five (45) calendar days of the occurrence.
- E. Disconnection Procedure Delinquent/Overdue Accounts.
1. Utility service shall be subject to discontinuance or disconnection without further notice if the bill remains unpaid after the 10<sup>th</sup> day of each month.
  2. Disconnection dates shall be the 11<sup>th</sup> day of each month or the next business day if the 11<sup>th</sup> is a Friday, weekend or holiday.
  3. The City Administrator may adjust disconnection dates as needed due to emergency or contingency so long as such adjustment shall not shorten the period available for the customer to pay prior to disconnection.
  4. Accounts shall be deemed to be disconnected at the time the City prints the disconnect list on the 11<sup>th</sup> of each month, even if the customer makes payment between the time the list is printed and disconnection/discontinuance of service physically occurs.
- F. Disconnection Procedure for City utility accounts who are billed for drinking water service by a third party drinking water provider (other than the City):
1. Utility Service shall be subject to disconnection in accordance with any service or disconnection agreement that exists between the City and

third party drinking water provider(s).

G. Disconnection Threshold Delinquent/Overdue Accounts.

1. The City Collector shall not disconnect delinquent or overdue residential accounts as long as the dollar value of the delinquent/overdue amount is less than or equal to ninety percent (90%) of the dollar value of a standard residential customer (five thousand (5,000) gallons per month at current water/wastewater rates plus monthly residential solid waste charge).
2. The delinquent/overdue penalty of ten percent (10%) shall be applied to these accounts regardless of disconnection status.
3. The customer is exempt from disconnection if under a current time payment plan.

H. Reconnection Fee. The first time an account is disconnected for a delinquent/overdue balance during any twelve-month period, a reconnection fee of twenty-five dollars (\$25.00) shall be applied to the bill. The bill, with all penalties and fees, must be paid in full prior to reconnection/recommencement of service. The reconnection fee shall be increased to fifty dollars (\$50.00) for the second and any subsequent disconnections of the same account for a delinquent/overdue balance which occurs within twelve (12) months of the last disconnection.

I. After-Hours Reconnection Fee. After-hours call-out fees of fifty dollars (\$50.00) shall apply to any reconnection for which payment is made after 4:30 P.M. Customers requesting an after-hours service reconnection shall have services reconnected following the payment of the after-hours call-out fee of fifty dollars (\$50.00) plus the delinquent/overdue balance. The after-hours call-out fee shall be increased to one hundred dollars (\$100.00) for the second and subsequent after-hours service reconnection of the same account which occurs within twelve (12) months of the last service reconnection for a delinquent/overdue balance.

J. Waiver of Reconnection Fee. The City Collector may waive reconnection fees in cases of extraordinary circumstances and with the written concurrence of the City Administrator. Such waiver shall not be granted to the same customer more than one (1) time in any sixty-month period.

K. Reconnection Procedure Delinquent/Overdue Accounts.

1. Reconnection shall occur only when payments of delinquent/past due balances plus applicable penalties and fees have been made to the City. Public Works staff are not authorized to accept payments or to authorize reconnection.
2. Unless otherwise directed by the City Administrator, the City shall restore utility service the same day as payment is made, so long as such payment occurs on a business day prior to 4:30 P.M. The City shall make a reasonable effort to restore utility service on the same day as payment is made after 4:30 P.M., although the City is not required to make such effort if it results in overtime payments to utility staff.
3. In the case of payments made after 4:30 P.M., the City shall restore utility service as soon as possible, but not later than the next business day. If the next day is a holiday, weekend or other non-business day, the City shall restore service on the day of payment for any payment received at City Hall during normal business hours. Timely reconnection requirements may be suspended by the City Administrator due to an emergency or some other urgent public service requirement.

L. Disconnection/Reconnection Procedure - Customer Request.

1. Customers may request disconnection or reconnection of water service during regular business hours for plumbing maintenance. A fee of twenty-five dollars (\$25.00) shall apply for each call-out of utility staff requested by the customer.
2. Customers may request disconnection or reconnection of water service after-hours for plumbing maintenance. A fee of fifty dollars (\$50.00) shall apply for each call-out of utility staff requested by the customer after 3:30 P.M. for service disconnection or reconnection prior to the start of the next business day.

**SECTION 2:** This Ordinance shall be in full force and effect until further order of the Board of Aldermen.

**SECTION 3:** All provisions of the Code of the City of Platte City, Missouri which are inconsistent herewith are repealed and amended to conform to this ordinance. The City Clerk is directed to incorporate the provisions of this ordinance into the appropriate sections of the City Code.

**SECTION 4. SEVERABILITY-** If any provision of this ordinance or its application to any

person or circumstances are held invalid, the remainder of the ordinance or the application of the provisions to other persons or circumstances shall not be affected.

**SECTION 5. EFFECTIVE DATE-** This ordinance shall be in full force and effect December 19, 2023 after its passage.

**INTRODUCED, READ, PASSED AND ADOPTED BY THE BOARD OF ALDERMEN OF THE CITY OF PLATTE CITY THIS 26TH DAY OF NOVEMBER 2023, BY ROLL CALL VOTE AS FOLLOWS:**

		Aye	No		Aye	No
Ward I	Dan Laxson		Absent	Vickie Atkins	X	
Ward II	Steve Hoeger	X		Troy Miller	X	
Ward III	John Higgins	X		Debbie Kirkpatrick	X	



Tony Paolillo, Mayor

ATTEST:

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Amy Edwards, City Clerk