

## Important Information regarding your sewer account and equipment

Initially, you will be charged the city average for sewer. It is currently based on a usage of 3400 gallons per month/\$70.89. During the months of December, January, February and March your actual usages will be recorded and then used to calculate your bill amount. The largest number will be dropped and the remaining three will be averaged. The first 2000 gallons is \$50.45. This is our minimum bill. If you use more than 2000 gallons, we add \$1.46 per every 100 gallons above 2000. The amount will appear on your May bill and be used thru the next April when we calculate again.

You will be given the option in May to make an annual sewer payment. You will receive a 3% discount. You need to contact us at City Hall by May 28.

We require a \$100 deposit and accept Cash, Check or Money Order. This is refundable if you ever close your account after the balance is paid in full. Please make sure to notify us of the close date and a forwarding address.

Bill cards will be mailed during the first two weeks of the month. We also offer email billing. Payment is due on the 28<sup>th</sup>. If this falls on a weekend or holiday, payment is due the first bank day after the 28<sup>th</sup>.

ACH payments are available with a \$.50 monthly service charge. Please ask for a form and provide a voided check if you are interested in this option. We will waive the fee if you also choose email billing. You may pay online at UB-Pay.com. The Municipality Code is LoneJackMO070. Capitalization matters and you must have "Pop Up Blockers" turned off. UB-Pay collects a \$3.00 service charge per \$100. There is also a drop box next to the front door of City Hall at 207 N Bynum.

### Proper care of your sewer system.

The following items **SHOULD NOT** be put down the drain or otherwise introduced into the sewer system.

Grease, sand, grit, cat litter, aquarium gravel

Glass, powder detergents, metals of any kind (pennies, dimes, nuts/washers, screws and nails)

Diapers, wet wipes, cleaning wipes, feminine products, rags, cloth, paper towels of any kind

Plastic objects, toys, etc

Drug Paraphernalia

Explosives, flammable materials, strong chemicals, gasoline, diesel fuel, parts cleaner, kerosene, all oil, petroleum and flammable products

Building materials such as drywall mud

**Any and all** sources of groundwater and rainwater (sewer pump)

Not all properties have an individual pump but use gravity flow to a pump station. The City owns and maintains all pumps installed prior to April 2016. You will need to speak with your builder for newer homes.

In the event of a Grinder Pump malfunction, a red warning light will activate, and an audible alarm will sound on the Grinder Pump control panel that is located on the outside of your house. If you experience a pump malfunction, please contact the emergency line at **800-846-5508**. This number is also located on the front door of the grinder pump control box. They will notify and dispatch public works employees to address the issue. **Under no circumstance should the homeowner pull the pump out of the sewer tank or take the green lid off the tank. Do not allow a plumber to pull the pump or clean the service line.**

By following these simple rules, you will extend the life of your Grinder Pump and the Gravity Flow Lift Stations. **It will help both yours and the city sewer system to introduce a small amount of Dawn dish soap occasionally.**

**Please call 816-345-9035 or 816-697-2503 ext 1 with any questions.**