

Sewer Billing FAQs

Rate Determination

Sewer rates for City of St. Joseph and for its contract Sewer District customers are approved by City Council based on an annual Cost of Service Rate Study conducted by an outside engineering firm. Rate changes (if applicable) generally go into effect July 1st annually.

Sewer customers in Sewer Districts outside the City limits are billed a different rate than City residents.

Country Club Village residential accounts are billed and collected by the City of St. Joseph. Rates are determined by Country Club Village Board of Aldermen.

How are the monthly sewer bills determined?

Residential charges are calculated on an average use (units) obtained for the periods ending January, February and March annually. This “winter average” amount takes effect with the April billing cycle. If a customer is not at a residence during the period this average is determined, they will be billed a default of five (5) units until a history of 60-90 days is obtained. Adjustments may be made retroactively if the historic usage is shown to be less than the winter average.

Commercial and industrial charges are based upon actual usage monthly.

Sewer surcharge customers are billed monthly separately based on actual usage, along with surcharges for Biochemical Oxygen Demand (BOD), Suspended Solids (SS) and Fats, Oils & Grease (FOG). Wholesale customers are billed at the wholesale rates.

Missouri American Water provides weekly file downloads into the City billing software. The goal of the City’s Utility Billing Division is to get bills out within five (5) business days of each download.

How can sewer bills be paid?

Payments may be made by the following:

- 1) Mail payments to the City P.O. Box using the envelope and payment coupon provided in each invoice;
- 2) Call the automated processing telephone line (IVR) at (816) 558-6894.
- 3) Pay online via the City’s website www.stjoemo.info. Click on the Sewer Payment icon and it will take you to the payment website;

- 4) Auto debit – provide the City with a copy of your banking information. The amount due will be debited to the account on the due date;
- 5) Recurring online payment – sign up online to have the amount due automatically debited to your bank account or credit card on the due date monthly.
- 6) Use one of the payment centers currently located at the following locations:
 - Hy-Vee #1552 201 N. Belt Highway
 - Green Hills South 7014 King Hill Avenue
 - Ray’s Green Hills 3225 N. Belt Highway
 - Roger’s Green Hills 1004 5th Avenue
 - Green Hills 205 W. Main (Savannah, MO)

(A site processing fee of \$1.50 is added to each payment by the vendor.)

- 7) Pay in person at City Hall, 1100 Frederick Ave, Room 101A or use the payment drop box on the Frederick side of building.

How will overdue accounts be handled?

- 1) Accounts more than 30 days past due date will receive a Notice, indicating the amount due, plus penalties and interest, and the new due date.
- 2) Due dates are 25 days after the statement date. Funds received after the due date will be assessed a 10% penalty. An additional 1% penalty also added for each 30 day period thereafter.
- 3) Accounts more than 60 days overdue may be handed over to the City’s contracted Collection Agency.
- 4) Prior balances with Missouri American, as they have been transferred to the City, will be collected separately.

How do I change, initiate or cancel my sewer service?

Sewer accounts remain in the same account name and service dates as water services. Please contact Missouri American Water at (866) 430-0820 to change service information.

Can my due date be changed?

Due dates are set by City Code Section 29-245 of the City Code of Ordinances. Due dates are 25 days from the billing date and not changed upon request.