



## Water / Wastewater / Stormwater /Trash

### **FEES**

**Connect Fee** - There will be a \$25.00 connect fee on your first bill. This is a one-time charge for establishing utility service in our city.

**Deposits** - There is a \$75.00 deposit required to establish residential utility service. Residential deposits are refunded each year in May if the customer has had service for the past 12 months with no penalties assessed. If the customer discontinues service with the city, the deposit will be applied to the final bill. A refund will be issued for any amount of deposit over and above the final bill amount.

**Waiver of Deposit** - If a new customer has had service with another utility in their name for the past 12 months and has maintained a good payment history with that utility company, the billing clerk may waive the deposit requirement. The billing clerk can, at any time, require payment of a deposit if the account becomes delinquent.

**Utilities Off Permit** - If the service address has been without water service for the past 6 months, the customer must obtain a utilities-off permit through the codes department. This fee is \$125 and pays for inspection of all utility service connections, water, wastewater, electric and gas. Water service cannot be started until these inspections are completed.

**Meter Setter Upgrade Fee** - If an inspection done under a Utilities-Off Permit indicates that the Water Meter Setter and accompanying meter pit needs to be upgraded, there will be a \$450 Meter Setter Upgrade Fee which must be paid prior to starting the water service.

### **THE BILLING CYCLE**

- Your bill will be sent within 1 or 2 days of the \_\_\_\_\_ of each month. The city utility bill is a post card bill which will show your water usage and charges for water, sewer, trash, storm water, and Kansas Plan Tax.
- Payment is due, without penalty, within 20 days of the billing date.
- On the 21<sup>st</sup> day after the bill date, if the bill is unpaid, a 5% penalty will be assessed to the current charges and a Past Due/Pay at Once notice will be mailed. This notice will be a post card but will be mailed in a white envelope.
- On the 30<sup>th</sup> day after the bill date, if the bill remains unpaid, a Termination Warning Notice will be hung on the door at the service address. There is a \$15 fee for processing and delivery of this notice. The fee will be included on the following month's bill and identified as TN (Termination Notice) on the next bill.
- On the 31<sup>st</sup> day after the bill date, if the bill remains unpaid, the water service will be terminated and a Notice of Water Service Termination will be hung on the door at the service address. The notice will contain information on what is required to restore water service.
- In order to restore water service between 8:00 a.m. and 4:00 p.m., Monday through Friday, the past due bill, plus an additional \$75 deposit, and a \$45 connect fee must be paid. In order to restore service after these hours, an additional \$50 fee must be paid.
- It is against the adopted building codes to occupy a building without water service. If it is found that someone is occupying an address where water service has been terminated, the building will be posted as uninhabitable by the Building Official who will notify police of the posting.

**BILL PAYMENT OPTIONS**

- **ACH** – Complete form for automatic withdrawal from bank account on due date. The form is available at City Hall or can be printed from the City’s Website (Departments, Utilities, Customer Service, Direct Bill Payment).
- **Online** – Go to the City’s website at [www.bonnersprings.org](http://www.bonnersprings.org) and click “Online Bill Pay”. There is a \$1.25 convenience charge for this service.
- **Mail** – Payments can be mailed to City of Bonner Springs, P.O. Box 38, Bonner Springs, KS 66012.
- **City Hall – Walk in** – City Hall is located at 200 E. 3rd St. and is open from 8:00 a.m. – 5:00 p.m. Monday through Friday. Payments may be made with Check, Money Order, Cash, Debit or Credit Card.
- **After Hours Payments** - Checks or Money Orders can be dropped off at Union Bank and Trust located at 309 Oak Street. There is a drop box located in Lane 1 of the drive-thru.

**DETECTING WATER LEAKS**

- Customers who suspect they may have a water leak should first check for dripping faucets and leaking toilets. Tablets can be obtained, free of charge, from City Hall between 8:00 a.m. and 5:00 p.m., which can help detect a leaky toilet.
- If you have checked your toilets and faucets and still have high usage, you can request that the meter be reread by calling City Hall at 913-667-1717. Water staff will verify the reading and check to see if the meter is running. There is no cost to reread the meter the first time. If a second reread is requested and there is no discrepancy in the reading the second time, there will be a \$25.00 Meter Inspection Request Fee charged.

<b><u>Contact Phone Numbers</u></b>		<b><u>Other Information</u></b>
Billing Inquiries	913-667-1717	<ul style="list-style-type: none"> <li>• Water meters are the property of the City of Bonner Springs. Removing or tampering with a water meter will result in a \$50.00 Meter Tampering Fee.</li> <li>• Customers with issues regarding <b><u>low water pressure</u></b> or <b><u>no water</u></b> should call the Utility Department at 913-422-8117 between 7:00 a.m. and 3:30 p.m., M-F For <u>after-hours</u> emergencies, please call 913-441-1990.</li> </ul>
Water Quality/Pressure	913-422-8117	
Emergencies	913-422-1990	

**Current Monthly Utility Rates (Residential) – Effective April 1, 2018**

<b>Water</b> – Service Fee (No usage)	\$ 17.26
Rate per 1,000 gallons	\$ 6.43
<b>Sewer– Service Fee (No Usage)</b>	\$ 17.05
Rate per 1,000 gallons	\$ 6.93
<b>Trash</b> – Service Fee	\$ 15.50
<b>Storm Water</b> – Service Fee	\$ 3.00
<b><u>Minimum Total Monthly Bill</u></b> (no water usage)	\$ 52.81

\*Residential sewer usage billed is based on average winter water usage billed from December through March. A new average is calculated and billed beginning in April and is billed the same for the next 12 months. New customers are billed for actual usage up to 6,000 per month.