

Utilities Frequently Asked Questions

What is the deposit for water and sewer service?

The current deposit is \$150.00.

Do I have to pay the deposit before I can open an account?

Yes.

Do you take debit/credit cards?

Yes. We accept Visa and MasterCard debit/credit cards. We also can accept payments online.

What are the current monthly rates for residential water and sewer service?

The base monthly water rate depends on the meter size. Effective January 1, 2014, the base water rate is \$31.33 for the typical meter size 5/8-3/4"; the base sewer rate is \$42.93. Any consumption of water is charged in units of water. Each unit equals 100 cubic feet of water and costs \$3.00 per unit. There is also a Residential Storm water charge each month of \$9.30.

I made a payment recently and it doesn't reflect on my latest bill. Why?

If you made a payment close to the end of the first of the month, it may not have been included in the current billing. Utility bills are printed several days before the end of the month and are mailed out on the last day of the month.

Why did I get a late penalty on my bill? Don't you have a grace period?

There is no grace period. All current bills are due and payable within fifteen (15) days after date of receipt.

My house is currently vacant (not currently rented, away on vacation, etc.). Why do I have to pay a monthly fee?

The City of Independence's ordinance does not provide for a "vacancy" provision.

I just opened an account at one address six months ago and paid a deposit. Why do I have to pay another deposit at the new house?

Deposits stay with the property address. Deposits cannot be transferred from one account to another. The deposit is credited toward the final bill. Any credit remaining will be mailed approximately two (2) weeks after the final billing cycle.

My water was turned off for non-payment and I wanted to pay the public works crew member the amount I owed the City. Why didn't he/she accept the money?

Our public works crew is not allowed to accept payments of any kind from customers. All payments must be presented to City Hall.

Source URL (retrieved on 2015-01-28 12:19):

<http://www.ci.independence.or.us/publicworks/utilities-frequently-asked-questions>