

Understanding Your Bill

Water: Residential charges are assessed by meter size and consumption of water. Your base rate (minimum charge) includes the first 267 cubic feet of water (7.48 gal = 1 cu. ft.). Commercial/Industrial charges are assessed by meter size and charged for each cubic foot of water used.

Wastewater: A calculation based on water consumption. Sewer rates are set each year in April based on usage during January, February, and March. New customers after April are based on an actual usage until the following year.

CSO: In April 2015, the City started charging a CSO Fee and eliminated the City's refuse fee of \$13.32. (The City is now paying for residential trash through the proceeds of the 1993 Sales Tax for solid waste and joint communications.) Residential and industrial properties are charged at a rate of \$15.00/month or 13.4% of the regular sewer bill, whichever is greater.

Refuse: Special pick-ups also available by appointment at 913/367-5561.

Recycling: The City of Atchison's single-stream recycling has been offered to Atchison residents since January 2015. Curbside recycling is offered to existing City utility customers at no additional charge and recycling carts will not be issued to customers who do not choose to sign up for the service. Curbside collections follows an every-other-week schedule so be sure to print out a schedule to stick on your fridge!

State Water Protection Fee: Mandatory fee assessed by the State of Kansas.

IMPORTANT CITY NUMBERS

Fire Department 913/367-4329
Police Department 913/367-5525

After Hours Emergency? Call 913/367-4323

City Hall 913/367-5500
City Manager 913/367-5506
City Shop 913/367-5561
Code Enforcement 913/367-5560
Animal Control 913/367-5530
Economic Development 913/367-5506

IMPORTANT CITY LOCATIONS

City Hall/Police Station
515 Kansas Avenue
Atchison, KS 66002



WELCOME GUIDE
FOR
NEW UTILITY CUSTOMERS

WELCOME

Welcome to Atchison!

We are so happy to have you here and as a customer of the Atchison public utility system.

This brochure will give you valuable information about some of our policies and practices that will affect your account and cover your responsibilities as an account holder.

Please read it? We worked really hard on it.

PAYING YOUR BILL

Watch for your monthly bill. Our customer service representatives can tell you what day of the month your utility bill will be generated. Please keep this date in mind from month-to-month and be watching the mail for the bill.

The postal mail system is reliable, but not perfect and you alone are accountable for your bill. *This is especially important if you are new to your service address.*

Generally, you have 30 days from the date the bill is generated until you have to pay it. If you think you've missed your bill in the mail, call us immediately and we will help you.

We also offer free **direct debit** from your checking account so that you never have the worry or hassle of a late payment again. This is also helpful if you plan to travel out of town for a holiday or extended period of time.

Call us at 913/367-5500 to set up direct debit.

Make timely payments. If you miss your payment due date, a late fee of either \$7.00 or 10% of your bill (whichever is higher) is immediately assessed and a bright red disconnect notice is generated and mailed to you.

The bright red disconnect notice is there to get your attention. We don't want this very important piece of mail to get lost in the shuffle.

If you get a bright red disconnect notice, no sweat – just come down to City Hall and pay off your outstanding balance. You have seven days to pay your outstanding balance.

If you cannot pay your bill in full, we may be able to set you up on a payment arrangement if you have a good payment history. We also offer a discount rate program for low-income seniors.

The point is: We may be able to work with you ... but we have to hear from you first! Give us the opportunity by giving us a call or coming in to see us at City Hall.

What happens if I skip on my bill? If you do not pay (or make arrangements for payment) within seven days of the disconnect notice being generated, your service is disconnected and you're assessed a non-payment penalty of \$75.00. Service will stay disconnected until you pay your outstanding balance in full.

For customers who have a good track record of on-time payments, we may be able to work out a payment plan, even at this late phase – although we will not be able to waive the late payment penalty.

For users who still refuse to pay for the services they use even after disconnection, we will hand over delinquent accounts to our collections agent who will pursue payment on the city's

behalf. You may be required to pay the cost of collections in addition to your original delinquent account.

So, what's the point? The point is that not paying your bill is not cool. Not paying your bill unfairly spreads the cost of delinquent accounts to all the other customers who voluntarily do the right thing.

Please don't let this be you. We like you.

THANKS AGAIN

We hope you'll be with us as a customer for many years to come. We're here to help. Call us with questions or concerns regarding your account.

Here's how to find us:

City of Atchison Utility Services
City Hall, First Floor
515 Kansas Avenue
Atchison, KS 66002

Office Hours: Monday-Friday 8am-5pm

Phone: 913/367-5500
Fax: 913/367-3654

www.cityofatchison.com

24-Hour Drop Box located in the Post Office Alley. Pay attention: This is a designated box for City of Atchison utility payments only.

Automated telephone payments with a debit/credit card can be made at 866-279-2008. A convenience fee of \$1.25 is assessed.

DO NOT SEND CASH THROUGH THE MAIL OR THE DROP BOX. Sorry, we're not responsible for cash payments not made in person.