



## Service Resources in the City of Oak Grove



The following contact numbers are provided to you in an effort to facilitate the identification of various services within the City of Oak Grove. The City of Oak Grove is not affiliated with these entities (with the exception of city entities) and therefore does not and cannot endorse one service provider over another.

NAME	SERVICE PROVIDED	CONTACT NUMBER
Chamber of Commerce	Business Organization	(816) 690-4147
Community Services League	Business Non-Profit Agency	(816) 690-8213
Comcast-Xfinity	Cable and Broadband	(816) 596-5371
Comcast Business	Cable and Broadband	(816) 510-4618
Evergy	Electric Company	(816) 471-5275
Spire	Gas Company	(816) 756-5252
Centurylink	Telephone and Broadband	(800) 786-6272
AAA Disposal	Waste Disposal	(816) 650-3180
Burns Trash Service	Waste Disposal	(816) 295-7771
GFL Environmental	Waste Disposal	(816-380-5595
Early Childhood Center	Education	(816) 690-3762
Oak Grove Primary School	Education	(816) 690-8770
Oak Grove Elementary School	Education	(816) 690-4153
Oak Grove Middle School	Education	(816) 690-4154
Oak Grove High School	Education	(816) 690-4152
Oak Grove Bus Barn	Education/Transportation	(816) 690-3813
Oak Grove Superintendent	Education Administration	(816) 690-4156
Oak Grove City Hall	Water Department	(816) 690-3773 x 1002
Oak Grove Senior Center	Senior Services Meals on Wheels	(816) 690-3773 x 1205 (816) 690-4003 x 4
Oak Grove Parks & Rec	Parks & Recreation Programs	(816) 690-3773 x 1207
Oak Grove Aquatic Center	Swimming Pool	(816) 690-3773 x 1204
Oak Grove Animal Control	Pet Licenses	(816) 690-3773 x 1006
Oak Grove Animal Clinic	Veterinary Clinic	(816) 690-4131
Oak Grove Police Department	Police Services Non-emergency Jackson County Dispatch	911 – Emergency (816) 690-3773 ext. 1100 (816) 524-4600 Dispatch
Oak Grove Post Office	Postal Mail Service	(816) 690-3500
Sni Valley Fire Department	Fire Department	(816) 690-6990



Oak Grove Missouri@cityofoakgrove

# ANNOUNCING THE EASIEST WAY TO PAY YOUR BILL

Our new online bill pay option saves you time and gives you more flexibility in how you pay your bill.

If you have an Internet connection and an email address, you can now pay your bill online. You are also able to "opt in" to paperless billing and receive an email notification when your bill is ready to view. It's fast, it's easy, and you no longer have to write a check each month or find a stamp when it's time to send in your payment.

## HOW IT WORKS

We have partnered with Xpress Bill Pay, the premier provider for online bill payment.

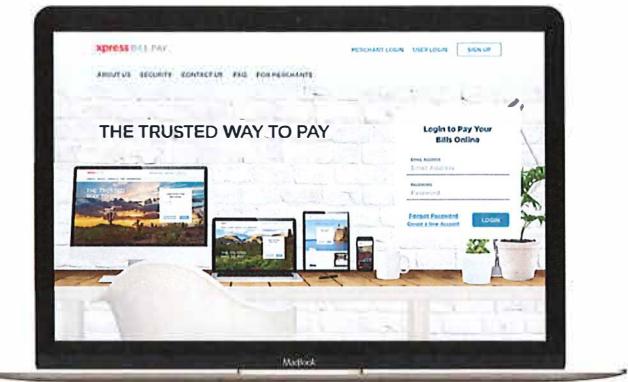
When you sign up for online bill payment you'll create a secure password that you use to access your personal account at [www.xpressbillpay.com](http://www.xpressbillpay.com). Every month we'll send you a reminder email to let you know when your bill is online.

Then, just log in through your Web browser or the Xpress Bill Pay Mobile App and view your bill. Select a payment type — credit card, debit card, or electronic funds transfer — enter the information, and you're done! It's that easy, and it only takes you a few minutes each month.

We're offering this service at the request of customers like you. Sign up today to see why so many people consider this method as the best way to pay their bills.

## ONLINE BILL PAYMENT FACTS

- To sign up for online bill payment, go to [www.xpressbillpay.com](http://www.xpressbillpay.com)
- You can pay your bills with a credit or debit card, or you can transfer funds directly from your checking account.
- You can pay your bill from anywhere. Customers outside the U.S. can contact our Payment Center anytime to make a payment or to set up an Auto Pay.
- After you complete the transaction, you can receive an email receipt to confirm the payment went through.
- You can view up to a year's history of your account online, so you can compare your current bill to a year ago.
- If you'd like, you can select the Auto Pay option and your bill will be paid automatically each month.



## WHAT TO DO NEXT

1. Go to [www.xpressbillpay.com](http://www.xpressbillpay.com)
2. Click on the "Sign Up" button on the top of the home screen. Fill in the email and password fields, then click in the "I'm not a robot" box and follow the prompts.
3. Complete the short registration form and click "Next."
4. Go to your inbox and open the verification email then click "Verify Email". Then select "Continue" to log in.
5. Select your billing organization and follow the prompts for linking your bill.
6. Once your bill is added to your account, you can add another bill, view and pay your bill online, or setup a recurring auto payment schedule.

## AND THERE'S MORE!

Although we encourage creating an account to get the most out of this new service, Xpress Bill Pay does offer Guest Checkout for those that are not yet wanting to set up an account.

To make a phone payment with a live operator, call 1-385-218-0343. This service is available in English and Spanish.

# Instructions for First Time Users

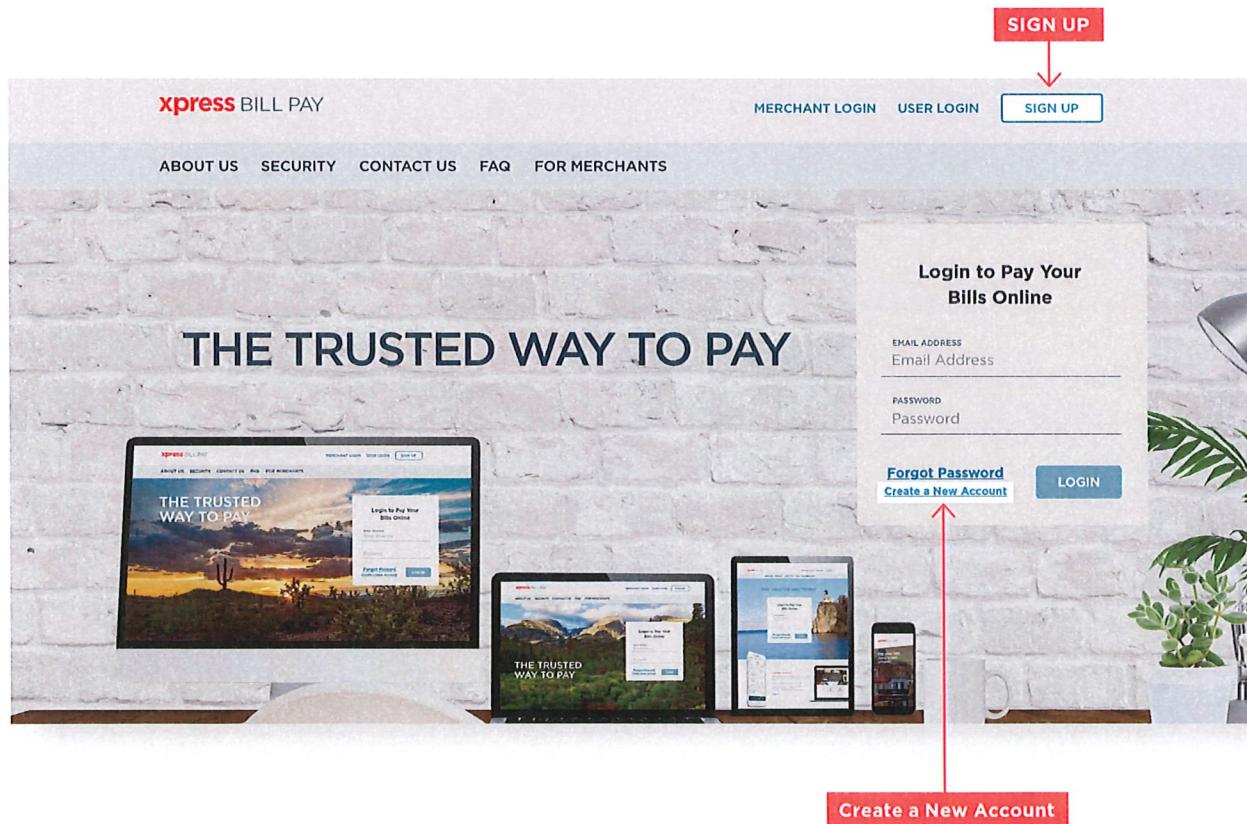
## STEP 1: Go to [www.xpressbillpay.com](http://www.xpressbillpay.com)

You probably arrived here via a link from your billing organization's website. Perhaps you are here because you received a mailer with your bill informing you that this new service is available to facilitate the payment of a bill online.

Whatever the reason, this instruction set is designed to help you create a secure login, link a bill for

display each time you log in, and walk you through the payment process. Other features are available, including Auto Pay, bill history, payment history, etc. These additional features are covered in other documents.

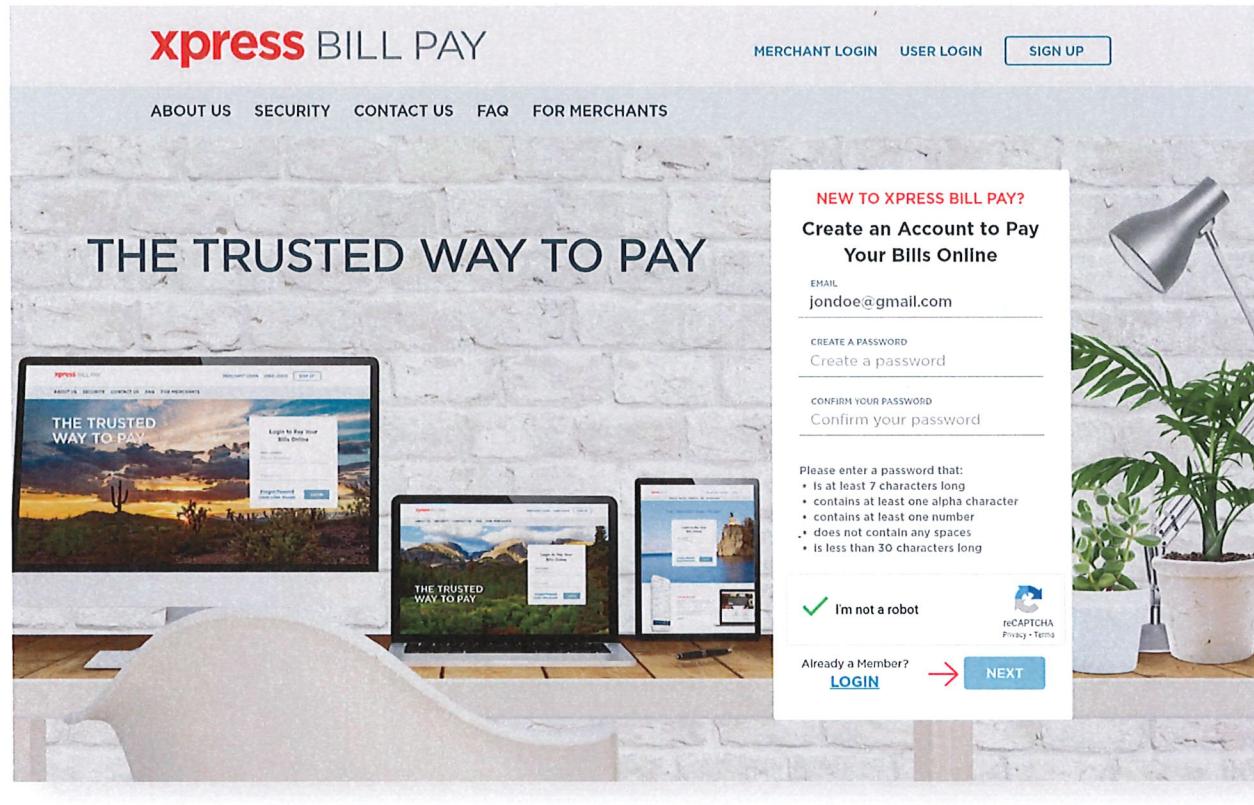
Let's begin at our home page by selecting the "**SIGN UP**" button at the top of the screen or "**Create a New Account**" from the login box.



**CONTINUE TO STEP 2**

**STEP 2: Set Up New Account Information**

Fill in the email address and password fields and click “**NEXT.**” Certain browsers require verification that you are not a robot. If your browser requires this, an “I’m not a robot” step will show here as well.



Fill in the form with all of the required information. Read the Terms and Conditions and the Privacy Policy. Select the box indicating that you have read and agree to the terms and conditions and privacy policy. When completed, select “**NEXT.**”

ACCOUNT TYPE	Personal
FIRST NAME	John
PHONE	(123) 456-7891
CITY	Anytown
ZIP/POSTAL CODE	85253
LAST NAME	Doe
ADDRESS	123 Any Street
STATE/PROVINCE	Arizona

Terms and Conditions:  
Please read the Terms & Conditions and Privacy Policy. They contain important information concerning the privacy and security of your information. You must agree to the Terms & Conditions and Privacy Policy to continue.

I have read and agree to the Terms & Conditions and Privacy Policy

**NEXT**

**CONTINUE TO STEP 3**

### STEP 3: Secure Verification

Next, you will need to verify your email address. Please log into your email account and open the email with the following subject line, "Verify email address for Xpress Bill Pay" from [noreply@xpressbillpay.com](mailto:noreply@xpressbillpay.com).

#### JUST ONE MORE STEP...

Please verify your email address so you can sign in if you ever forget your password. We've sent a confirmation email to:

jondoe@gmail.com [Edit](#)

If you have not received it, you can [resend the confirmation email](#).



#### xpress BILL PAY

##### Verify Email Address

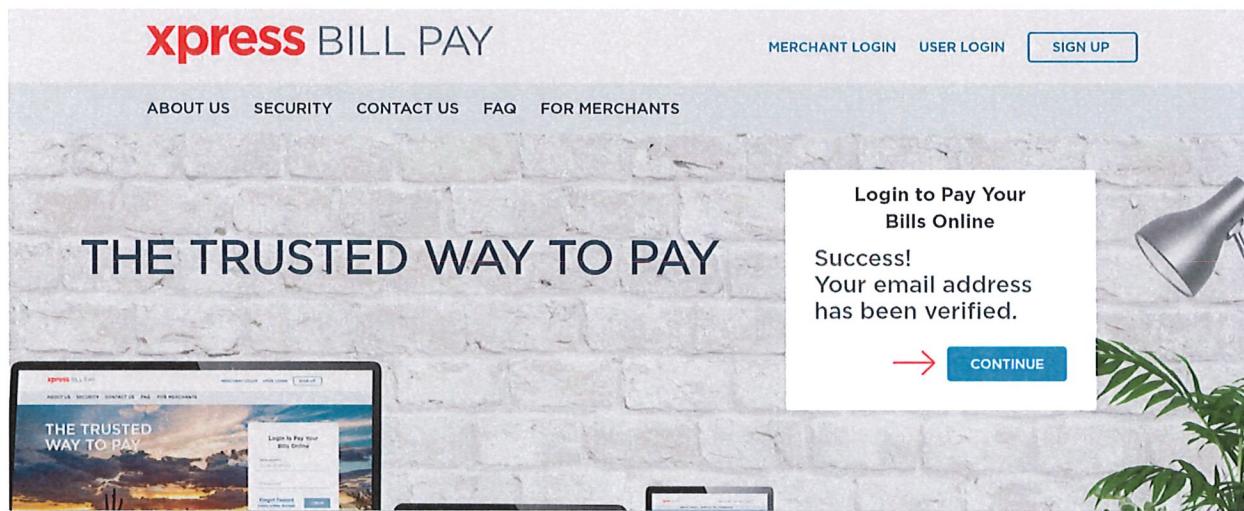
If you registered for an Xpress Bill Pay account using your email address of [jondoe@gmail.com](mailto:jondoe@gmail.com), continue below to enable your account.

If you did not register for an account, please disregard this email.

[Verify Email!](#)

[Verify email.](#)

After opening the email, click the  
"Verify Email" button.



After clicking the "Verify Email" button, you will be automatically redirected to the screen above.  
Please click "**CONTINUE**" to log in to your new Xpress Bill Pay account.

[CONTINUE TO STEP 4](#)

## STEP 4: Receive Text Messages

After your email address is verified, you will see a pop-up window titled **“Receive Text Messages.”** If you would like to start receiving text messages regarding your account, please enter in your mobile number and select **“Save Mobile Number.”** By opting in, you will receive messages regarding your statements, payments, and Auto Pays (if applicable), as an additional option along with email notifications. You can edit your notification preferences in your Account Settings.

### Receive Text Messages

To start receiving text message notifications, enter your mobile number below. Standard message and data rates may apply.

Mobile Number:

(123) 456-7890

Never Ask Me Again

Remind Me Later

Save Mobile Number



## STEP 5: Locate Billing Organization

Xpress Bill Pay allows you to view and pay multiple bills to multiple billing organizations with an easy-to-use interface. In order to do so, you will need to link each bill to the Xpress Bill Pay login you just created. The following steps will need to be repeated for each bill you'd like to view and pay online.

Add New Account

Step 1 of 3

Find your billing organization:

City of Anytown

Search



City of Anytown  
Anytown, AZ



Once you see your organization, select to continue.

**Select your city or billing organization** from the list of organizations on the page.

If your organization is not listed, type the name in the field below **“Find your billing organization”** and select **“Search.”**

CONTINUE TO STEP 5

**STEP 6: Locate Account**

Enter the requested information on the “**Add New Account**” screen. You are required to enter your billing account number and the last name or business name exactly as it appears on the bill that you have previously received. Then, select “**Locate Account**.”

→ Add New Account Step 2 of 3

Enter the following information as it appears on your City of Anytown bill:

Bill Type  Utility

Account Number

Last Name or Business Name

← Enter Information

← Locate Account

When the account is located, the information concerning the account is displayed. Please verify that your information is correct.

ADD ACCOUNT ACCOUNTS AUTO PAYS XPRESS WALLET HISTORY

Add New Account Step 3 of 3

Utility Account # 12345 for City of Anytown

BILLING ADDRESS  
DOE, JON  
123 ANY STREET  
ANYTOWN, AZ 85253

SERVICE ADDRESS  
123 ANY STREET  
ANYTOWN, AZ 85253

Opt in for Paperless

← Verify information

← Add Account

If you would like to opt in for paperless billing, check the box labeled “**Opt in for Paperless.**” By checking this box, you will not receive paper statements via mail.

Add New Account Step 3 of 3

Utility Account # 12345 for City of Anytown

This account already has a payer. You can add yourself as an additional payer or take over payments from the previous owner.

Enter the following information to verify the account

Service street address as it appears on the current bill

Amount due on the current bill

The existing payer will be notified that you are being added as a payer on this account.

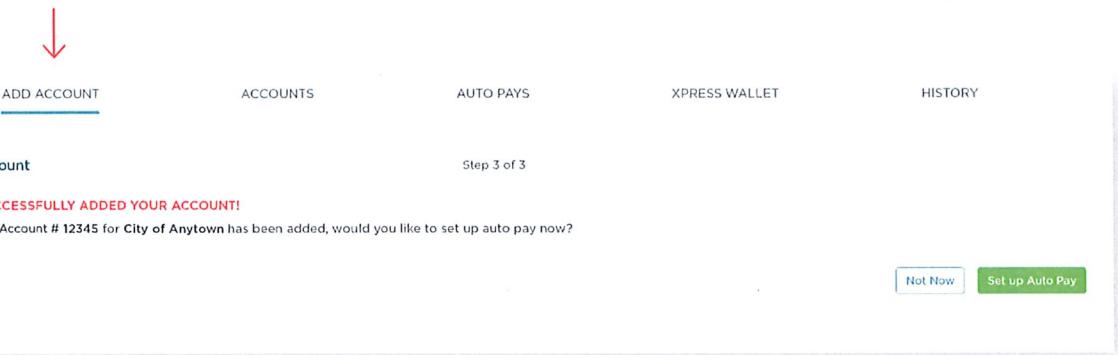
If the account information matches, select “**Add Account.**” If the account information does not match, select “**Back.**”

If the account already has a payer, (or in other words, if another Xpress Bill Pay user is linked to the same billing account you are attempting to add) the following window will appear. This typically happens in a landlord/tenant relationship, or if the previous owner did not unlink the account. You can either take over the payment, or add yourself as a payer. In both scenarios, the previous payer will be notified. If you are unsure how to proceed, please contact your billing organization or landlord.

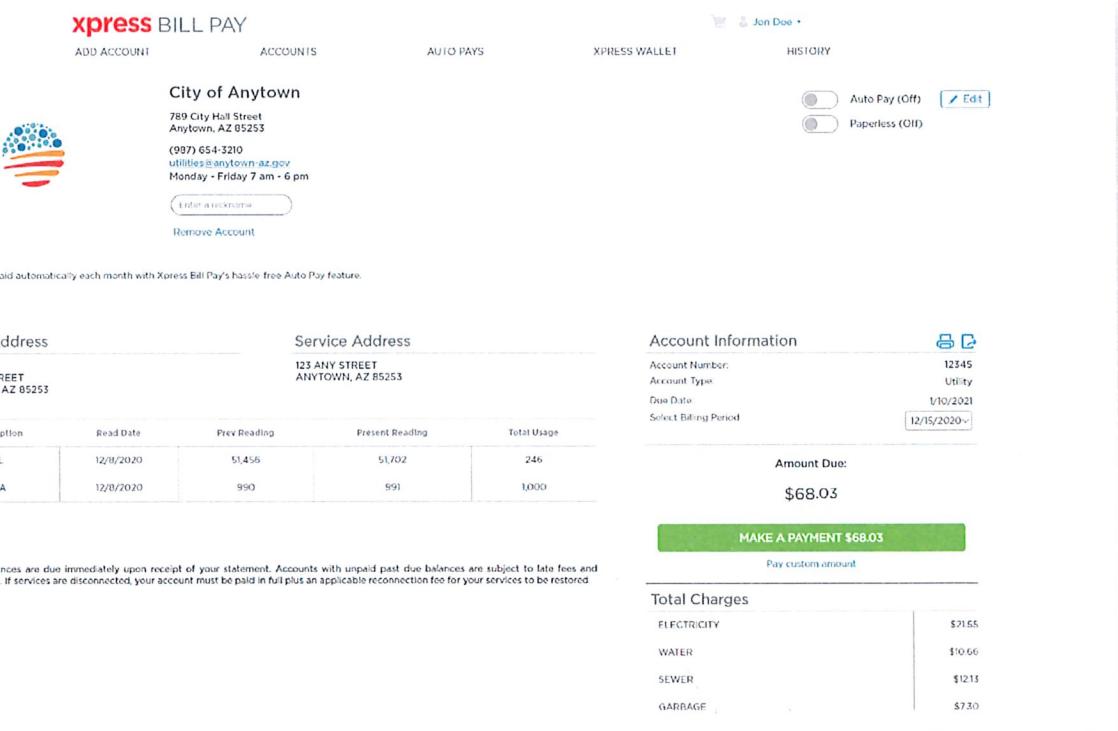
**CONTINUE TO STEP 6**

## STEP 7: Manage Accounts

You have now successfully linked your first account to your new login. If you would like to set up an Auto Pay for this account at this time, select “**Set up Auto Pay**” and follow the step-by-step interface. If not, click, “**Not Now**,” and you will be taken to your main account page. You will always be able to set up an Auto Pay at a later time. If you would like to link additional bills to your Xpress Bill Pay login, simply click the “**ADD ACCOUNT**” option and repeat Steps 5-7 for each additional bill you’d like to add. As you add more accounts, they will all be listed on your “**ACCOUNTS**” page.



← Set up Auto Pay



← Make a Payment

The image above shows the online representation of your bill. To begin paying your bill, select, “**MAKE A PAYMENT**” and you will be taken through the cart checkout process.

CONTINUE TO STEP 7

## STEP 8: Cart Checkout

If this is the only bill you would like to pay, select “**Proceed to Checkout**.” If there are additional bills you wish to pay, select “**Add More Bills to the Cart**.”

« Back to Bills

**Bill Cart**

Cart Contents

**City of Anytown**  
Utility  
123 ANY STREET  
ANYTOWN, AZ 85213  
Remove | Full Amount

ACCOUNT #: 12345 DUE: 1/10/2021 AMOUNT: 68.03

Total Amount: **\$68.03**

PAY NOW  SCHEDULE PAYMENT ON

**Add More Bills to the Cart**

**Proceed To Checkout** → **Proceed to Checkout**

If you wish to schedule a one-time payment for a future date, select a date, and then select, “**Proceed to Checkout**.”

Total Amount:  
**\$68.03**

PAY NOW

SCHEDULE PAYMENT ON  
Dec 31, 2020

← **Select a Date**

**Proceed to Checkout**

← **Proceed To Checkout**

When you select “**Proceed to Checkout**,” you will be able to choose which type of payment method you wish to use. You can pay using an electronic funds transfer from a checking or savings account, or using a credit/debit card. Note: Payment Method options may vary depending on which methods your billing organization accepts.

« Back to Cart

## Checkout

Payment Options



Select Pay Method

**Select Pay Method**



Payment Details

Payment Amount:

**\$68.03**

Please select a pay method.

**Review and Confirm**

Receipt Options

Email:

+ Add New Email

**CONTINUE TO STEP 8**

## STEP 9: Cart Checkout: Payment Methods

After selecting “Add Payment Method” from the “**Select Pay Method**” drop-down, enter the information for each field.

### BANK ACCOUNT

Back to Cart

Checkout

Payment Details

Accepted Pay Methods: 

Select Pay Method: 

Please select a bank account.

**Add New Payment Method**

Enter Payment Type:

Bank Account Number:

Cardholder Name:

Expiry Date:

Account Number:

Verify Account Number:

Routing Number:

**Billing Information**

First Name:

Last Name:

Billing Address:

City:

State:

Zip:

**Contact Information**

Phone Number:

Email Address:

Payment Amount: **\$68.03**

**CONFIRM**

**Review and Confirm**

**Contact Info**

**Confirm**

By clicking Confirm, you are agreeing to our terms and conditions. Read our E&S Terms and Conditions.

**PCI Security Standards Council**

### CREDIT/DEBIT CARD

Back to Cart

Checkout

Payment Details

Accepted Pay Methods: 

Select Pay Method: 

Please select a pay method.

**Add New Payment Method**

Enter Payment Type:

Card Number:

Name on Card:

Expiry Month:

Expiry Year:

Security Code:

**Billing Information**

First Name:

Last Name:

Billing Address:

City:

State:

Zip:

**Contact Information**

Phone Number:

Email Address:

Payment Amount: **\$68.03**

**CONFIRM**

**Review and Confirm**

**Contact Info**

**Confirm**

By clicking Confirm, you are agreeing to our terms and conditions. Read our E&S Terms and Conditions.

**PCI Security Standards Council**

If you select to pay with a checking bank account, please be certain to enter the routing number from a check.

When paying with a credit or debit card, please be certain to verify the billing address.

Once all of the fields are completed, select “**Confirm.**”

When you add an email under the “**Contact Information**,” please note that a copy of your receipt will be sent to that email once your transaction is complete.

**CONTINUE TO STEP 9**

## STEP 10: REVIEW & CONFIRM

Once your payment method has been selected and all fields are completed, select “**Review and Confirm**.”

### Payment Details

Payment Amount:

**\$68.03**



**Review and Confirm**

[« Back to Checkout](#)

### Review & Confirm

#### Payment Information

Items	Amount
City of Anytown Utility for #12345 ac123 Any Street	\$68.03
Statement Total	



**Submit Payment**

My account balance is \$100.00. I am paying \$68.03 for my utility bill.

#### Billing Contact Information

Customer Name	Jon Doe
Address	123 Any Street Anytown, AZ 05251
City/State/Zip	(234) 557-8901
Account Number/ID	12345

#### Payment Details

Bank Account
Home
*****0021
*****4321

#### Receipt Options

Email	jondoe@gmail.com
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[Edit](#)

[ABOUT](#) [SECURITY](#) [JOBS](#) [FAQ](#) [CONTACT US](#) [PRIVACY POLICY](#) [FOR MERCHANTS](#)

Review the entered information, and if all is correct, select “**Submit Payment**.” If you need to edit some information, select, “**Back to Checkout**” in the top left-hand corner.

## STEP 11: : PAYMENT RECEIPT

With a successful payment, a green “**SUCCESS!**” message will display. If the payment is unsuccessful for any reason, you will receive a message stating why the payment was unsuccessful. You may print or download the receipt for your records by clicking the printer or download images in the upper right hand corner. You may also select “**Back to Home**” to be returned to the “**ACCOUNTS**” screen, or you can select “**Pay Another Bill**.”

[« Back to Home](#) 



**SUCCESS!**

Your payment has been submitted.  
Here is your receipt.

12/23/2020 1:19 PM

JON DOE

Confirmation Number: 91445299

Item	Amount
City of Anytown Account Number: 12345	\$68.03
Transaction Number: 139357056XA	

Pay Method: ANY BANK NA\*\*\*\*\*4321

An email receipt was sent to jondoe@gmail.com.

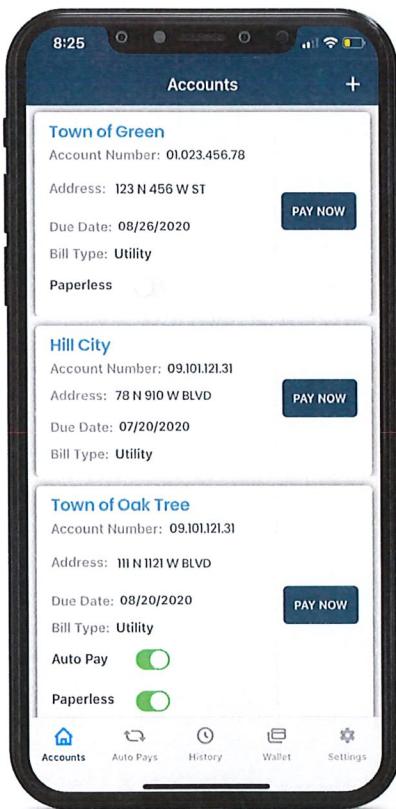
[Pay Another Bill](#) 

# Pay your utility bills using the mobile app from Xpress Bill Pay!

**Now available for both iPhone and Android.**

Looking for another fast and convenient way to pay your utility bills? Our new and improved app is now available for download from the Google Play and App Stores.

**xpress**  
BILL PAY



▲ Updated iPhone version

**iPhone**

Find this icon on  
Available on the  
App Store

#### Enhanced

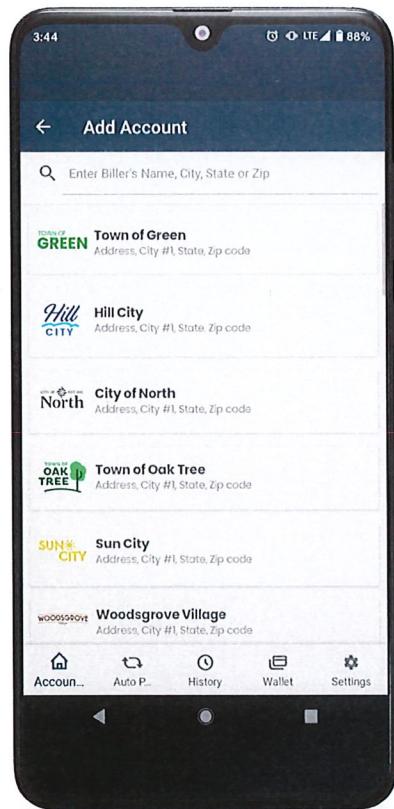
- You can now view more billing details such as account number, service address, due date, billing period end date, and breakdown of your charges
- New and improved interface

#### Simple

- Pay your utility bills quickly and securely
- View your billing and payment history
- Sign up for Paperless Billing and receive notifications via email
- Manage your Auto Pay settings
- Update your payment information

#### Beneficial

- Authorized by your billing organization
- Pay with your credit or debit card or bank account
- 24/7 access - Manage your account anytime, anywhere
- Never miss a payment again with Auto Pay



Now available for Android ▲

**Android**

Find this icon on  
Google Play

For quick download, scan QR code



# Now you can pay your bill by text!

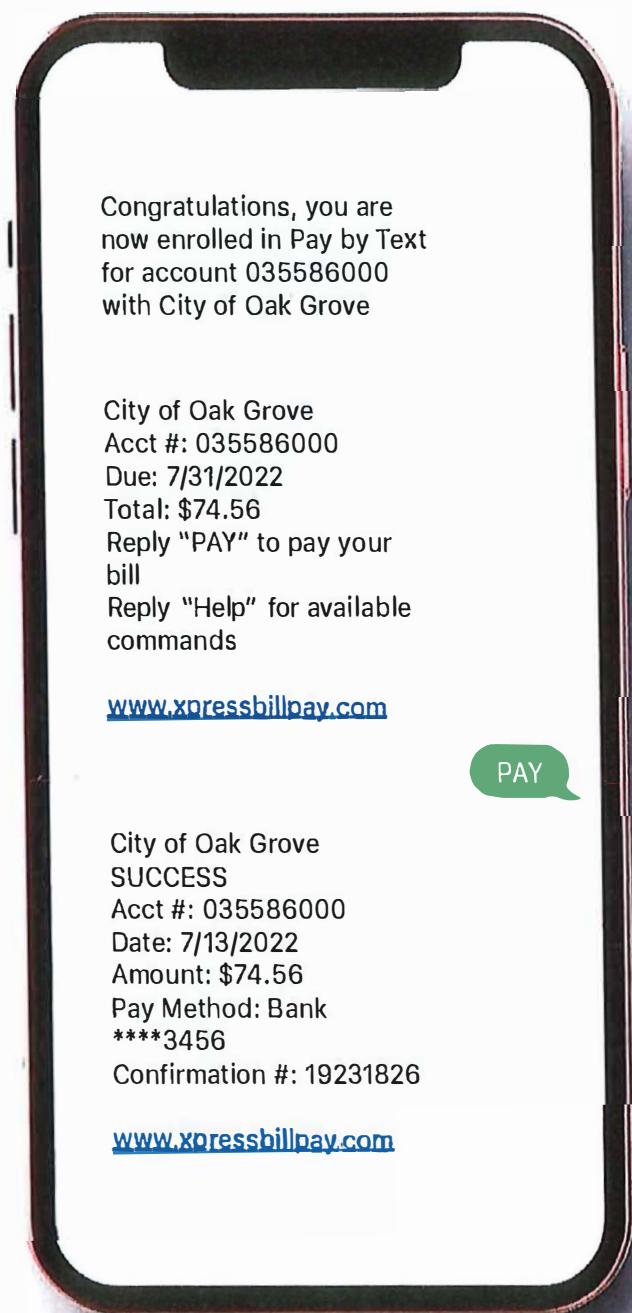
After you get a text notification, simply reply "PAY" and your bill is paid in full!

## SET IT UP TODAY!

1. Log in to your Xpress Bill Pay account, choose the "Pay by Text" option in the upper right-hand corner of your ebill display, and select which payment method you'd like to use.
2. After choosing your payment method and clicking "Save Changes," you will receive a text confirming your enrollment in Pay by Text.
3. When your next ebill becomes available, you will receive a text with the total amount due and the date due.
4. Simply reply "PAY" to pay the full amount due.

*Please note: Pay by Text will only pay the full balance due. To pay a partial balance, log in to your Xpress Bill Pay account.*

5. Your payment will be processed immediately and you will receive a "SUCCESS."



**xpress** BILL PAY  
[xpressbillpay.com](http://xpressbillpay.com)

## Important Facts about your water and sewer service...

Summarization of The City of Oak Grove Code of Ordinances, Chapter 7, Section 700.185

The following critical information is provided to help you understand the City of Oak Grove's various water and sewer policies. Please note that the below information is in summary format. Full details on these policies can be found in The City of Oak Grove Code of Ordinances, Chapter 7, Section 700.185. If you wish to view the specified Ordinance, please feel free to request a copy in its entirety at the City Clerk's Office, City Hall, 2110 South Broadway by submitting our standard request form for public information.

### Uniform Terms of Payment Policy

1. Monthly utility bills will be provided to you at or near the middle of each month.
2. You will have the first ten (10) calendar days of the month to submit payment for utility services rendered without a penalty charge. The period of the billing date through the tenth (10th) day is called the standard billing period.
3. A penalty charge of ten percent (10%) shall be applied to all accounts that are paid after the expiration of the standard billing period each month. The period beginning with the eleventh (11th) calendar day of the month through the twenty-third (23rd) day shall be known as the late billing period.
4. Utility bills not paid in full by the twenty-third (23rd) calendar day of month are deemed delinquent.
5. The due date on a utility bill applies to current charges only and does not extend or otherwise alter any previous due date, notice, or agreement regarding past due charges for delinquent utility service.

### Delinquency Policy

1. All utility bills and current utility service charges not paid in full by the twenty-third (23rd) calendar day of the month are deemed delinquent and shall be subject to Discontinuance of Utility Service.
2. All information concerning final notice and service termination will be provided on the utility bill.
3. Final notices and shut-off notices will not be provided under a separate mailing.
4. Deposits required by the department in accordance with this Chapter, if any, may be applied against a delinquent bill and any other arrears due by you at the discretion of the City.

### Discontinuance of Utility Service Policy

1. Utility service may be discontinued by the department after five (5) days' notice for any of the following reasons:
  - a. Non-payment of any utility bill due and owing;
  - b. Willful or indifferent waste of water due to any cause;
  - c. Willful or indifferent waste of water entering the building sewer due to any cause;
  - d. Failure to protect and maintain the service pipe or fixtures or plumbing fixtures and drainage system on the customer's property in a condition satisfactory to the department;
  - e. Molesting or tampering, by the customer or by others with the knowledge of the customer, with any meter, connection, service pipe, curb cock, seal or any other appliances controlling or regulating the customer's water supply;
  - f. Molesting or tampering, by the customer or by others with the knowledge of the customer, with any meter, meter seal, drainage system, piping or any other device controlling or regulating the customer's sewage flow;
  - g. Failure to provide the department's employees free and reasonable access to the premises served, or for obstructing the way of ingress to the meter or other appliances controlling or regulating the customer's water supply or sewage flow;

- h. Violation of any rule or regulation of the department.
- 2. A shut off/service disconnection fee shall be imposed in the amount of twenty-five dollars (\$25.00) to cover the administrative costs of the City for this action. Should it be necessary for the City to take action to discontinue utility service at a premises outside of regular business hours, the City may impose additional fees to cover the increased administrative costs of this action.
- 3. All services that are delinquent by the shut-off date will be terminated unless written payment arrangements have been prepared, accepted and filed in the Utility Billing Office

#### Restoration of Utility Service After Discontinuance

- 1. When the utility service to a customer has been discontinued for any of the above reasons, it will be renewed only after the conditions, circumstances or practices, which caused the utility service to be discontinued, are corrected to the satisfaction of the department and upon payment of all charges due and payable by the customer in accordance with this Chapter and the effective schedule of rates.
- 2. A fee of twenty-five dollars (\$25.00) will be made for turning on the water and/or reestablishing the utility services to the account during regular business hours (Monday – Friday 8AM to 5PM).
- 3. Any request for service reconnection after the close of regular business hours of the utility service crew, will be assessed the thirty-five dollar (\$35.00) on/off fee and an additional after-hours reconnection surcharge amounting to the total overtime cost of the employee(s) called out to reestablish utility service. After-hours reconnection is not guaranteed and is further subject to the availability of appropriate utility personnel.
- 4. All amounts that are delinquent as well as all on/off and reconnection surcharge fees must be paid in full by cash, money order, or certified check only, before utility service will be reconnected.
- 5. The City reserves the right to refuse to provide or reestablish utility service for individuals who exhibit a history of chronic delinquency with the City. Chronic delinquency is defined as having service terminated more than two (2) times in a calendar year; and/or placement of account on delinquency status for three (3) or more consecutive months; and/or having written two (2) or more checks returned for insufficient funds for delinquent utility services in the past twelve (12) months.

#### Disputed Utility Bill Policy.

- 1. When disputing a utility bill, the following terms of payment apply:
  - a. All utility service charges must be paid in accordance with the Uniform Terms of Payment and Collection for Water and Sewer Utility Service Charges in order to avoid service disconnection for nonpayment.
  - b. All charges for utilities must continue to be paid while the disputed bill process is pending.
  - c. Upon completion of the disputed bill procedure, if adjustment of the bill is warranted, the customer will receive either a credit (refund of charges collected by the City) or debit (charge for charges not yet collected by the City) to their respective utility account based on the terms of the resolution of the disputed bill.
- 2. If a customer disputes a utility bill, one or more of the following options must be pursued in order to remedy the dispute:
  - a. Request a meeting with the City Administrator and/or his or her designee in order to discuss the reason(s) for disputing the bill and to determine the appropriate course of corrective action.
  - b. Request that the meter be tested.
    - 1) If the meter is tested and found to be inaccurately registering utility consumption, the department shall replace the meter and shall adjust the utility bill amount due by calculating consumption for the billing period in question

based on average usage for the twelve (12) months preceding the disputed period; all of these services will be provided at no cost to the customer; Any retroactive billing adjustments shall not be for more than ninety (90) days prior to the originating date of the dispute.

- 2) If the meter is tested and found to register within the tolerance limits, as defined by the relevant industry standard meter specifications, the customer is charged sixty dollars (\$60.00) for each meter tested. Based upon the meter test reports, neither the City Administrator nor the department can further recommend adjustment of the given disputed bill. If other sufficient evidence of mitigating effects on the metering or billing process is provided, a hearing concerning the disputed bill shall be set before the Board of Appeals.
- c. Request a hearing before the Board of Appeals, as established and governed by the appropriate City ordinance, provided that the disputed bill contains consumption/usage that is more than one hundred fifty-percent (150%) of the average usage during the immediately preceding twelve (12) months.
  - 1) For example: a customer account's average bills indicate water consumption of 4,000 gallons/month, the disputed bill in question indicates usage of 7,000 gallons/month. As a result of 7,000 gallons/month exceeding 150% (6,000 gallons/month) of the 4,000 gallons/month average, the customer may request a hearing.
  - 2) In the event a twelve (12) month history is not available, the usage must exceed the respective industry standard average by fifty percent (50%) or more.
    - a) All requests for hearings must occur within ten (10) regular business days (Monday – Friday 8AM to 5PM) of receipt of the bill.
    - b) Special Circumstance Hearings may be heard before the Board of Appeals for situations and accounts not meeting the minimum qualifying standards as established above. Such Special Circumstance Hearings will be determined on a case-by-case basis as deemed necessary by the City Administrator or his or her appointed designee.
    - c) Customers will be limited to no more than one (1) Special Circumstance Hearing in any given calendar year.
3. All determinations resulting from the processes listed above shall be final and binding upon the City and the customer.

#### Payment Arrangement Policy

1. All current utility service charges must be paid in full by the twenty-third (23rd) calendar day of the current billing month as defined in *Uniform Terms of Payment and Collection for Water and Sewer Utility Service Charges*.
2. Customers who are unable to meet their financial obligation for utility services rendered due to temporary circumstances are encouraged to seek appropriate financial institution or social service agency assistance in order to meet the requirements of their utility charges for the current period in order to avoid the delinquency deadline and service termination/shut-off proceedings. Temporary circumstances may include, but are not limited to: unemployment, a death in the immediate family, the customer's extended illness, or abnormally high medical expenses.
3. The City may, at its sole discretion, enter into a written payment arrangement with the customer, provided that the customer can make a showing of financial need and prove that he or she has made a good faith attempt to obtain assistance from a bona-fide social service agency or financial institution and that assistance was denied or otherwise unavailable. The City Administrator, or his or her designee, may require any customer seeking to enter into a payment arrangement to verify, by affidavit, the customer's financial need and/or good faith attempt to obtain other assistance.

4. Customers must provide written evidence and the City must verify by the twenty-third (23rd) day of the current billing month that arrangements have been made between the customer and a bona-fide social service agency or financial institution or that a payment arrangement has been executed with the City to meet the complete financial obligation of all current and any delinquent utility service charges.
5. Upon receipt of the written evidence and verification of payment assistance by the Utility Billing Office, the City shall extend the shut-off date for the given individual by an additional twenty (20) calendar days. Individuals may seek no more than two (2) payment assistance payment extensions in a calendar year.
6. No extensions will be granted based on personal credit or promises to pay by individual utility customers unless the arrangements are paid in full in cash by the final collection date of the current billing period (i.e. the twentieth (20th) calendar day of the current billing month).
7. All payment assistance payment extensions must be submitted in writing, signed by the customer, a representative of the bona fide social service agency or financial institution providing assistance to the customer, if applicable, and the City Administrator or his or her designee and filed with the Utility Billing Office.
8. Failure of the social service agency or financial institution to remit payment within twenty (20) calendar days will subject the customer to proceedings under *Discontinuance of Utility Service*.
9. If the social service agency or financial institution cannot guarantee payment in full within the twenty-day (20) time limit, written notice from the institution must accompany the application for payment assistance payment extension and explicitly state when payment will be remitted to the City.
10. The City shall maintain and provide, upon request by the customer, a list of social service agencies and financial institutions for customers to contact if payment assistance is needed.
11. Utility services that have already been disconnected for non-payment are not eligible for payment extensions. All charges associated with said accounts must be paid in full in cash prior to service reestablishment.
12. Payment arrangements are limited only to temporary circumstances and, therefore, are limited to two (2) requests per calendar year.
13. Continuing requests for payment arrangements will not be accepted. Once payment arrangement options as established above are exhausted, service termination for non-payment/shut off procedures shall result.
14. The City reserves the right at any time to extend payment arrangements and/or collect payment through any recognized industry which specializes in debt collection management services.

In closing, please note that payment arrangements are authorized only as a last resort; limited exclusively to two (2) specific conditions:

1. Emergency situations affecting the health and/or welfare of the customer where a medical condition might be caused or affected by a lack of utility service.
2. Refusal of a bona-fide social service agency or financial institution to provide assistance or relief for utility service. Some examples of local social service agencies or financial institutions are as follows:
  - a. Commerce Bank
  - b. Bank of Jacomo
  - c. Community Service League (CSL)
  - d. Salvation Army
  - e. Local Churches

Finally, the City of Oak Grove's Utility Billing Office will require written documentation verifying that an official request for assistance was submitted by you and subsequently accepted or declined. Once the above documentation is submitted and filed with the Utility Billing Office, the Utility Billing Office can, if deemed necessary, approve a written payment arrangement with you for the current billing cycle. A payment arrangement must be filed and signed by both the Utility Billing Office and the customer involved to be binding on the City.

**Contact Information:**

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