

City of Moberly City Council Agenda Summary

Agenda Number: _____
 Department: Finance
 Date: October 20, 2025

Agenda Item: Communication of New Water Office Policies to City Council.

Summary: The Finance Director has written new policies to standardize operations in the utility billing office. These policies are meant to ensure standard treatment of customers and common situations, as well as day-to-day operations. Some of these policies have already been implemented, like cash handling and sewer adjustments. These policies will be reviewed annually for needed updates. They will also be adjusted as necessary as department needs change.

The policies will be posted to the utility page of the city’s website, so they are available to all customers.

Recommended

Action: N/A

Fund Name: N/A

Account Number: N/A

Available Budget \$: N/A

ATTACHMENTS:		Roll Call	Aye	Nay
<input checked="" type="checkbox"/> Memo	<input type="checkbox"/> Council Minutes	Mayor		
<input type="checkbox"/> Staff Report	<input type="checkbox"/> Proposed Ordinance	M___ S___ Lucas	___	___
<input type="checkbox"/> Correspondence	<input type="checkbox"/> Proposed Resolution			
<input type="checkbox"/> Bid Tabulation	<input type="checkbox"/> Attorney’s Report	Council Member		
<input type="checkbox"/> P/C Recommendation	<input type="checkbox"/> Petition	M___ S___ Kimmons	___	___
<input type="checkbox"/> P/C Minutes	<input type="checkbox"/> Contract	M___ S___ McKeown	___	___
<input type="checkbox"/> Application	<input type="checkbox"/> Budget Amendment	M___ S___ Graff	___	___
<input type="checkbox"/> Citizen	<input type="checkbox"/> Legal Notice	M___ S___ Skubic	___	___
<input type="checkbox"/> Consultant Report	<input type="checkbox"/> Other _____		Passed	Failed

City of Moberly Water Utility Billing Office
Policies & Procedures

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Policy: Establishing a New Water Utility Account

Purpose:

To provide clear and consistent guidelines for establishing new customer accounts with the Water Billing Office, ensuring accurate billing, proper documentation, and compliance with city ordinances.

Scope

This policy applies to all residents, businesses, and property owners requesting water, sewer, or related utility services, and to Water Billing Office staff responsible for processing account applications.

Policy Statement

1. Eligibility

- Accounts may be established in the name of the property owner(s), tenant(s), or authorized agent, as permitted by city ordinance.
- Applicants must be at least 18 years of age.

2. Application Requirements

All new accounts require a completed Utility Service Application form, submitted in person, by mail, or electronically. The following documentation must be provided:

- Government-issued photo identification (e.g., driver's license, state ID, passport).
- Proof of residency or property ownership:
 - *Owners:* Deed, closing disclosure, or property tax statement.
 - *Tenants:* Signed lease agreement or landlord authorization form.
- Contact information, including phone number and mailing address.

3. Deposit & Fees

- A security deposit is required for tenants. Deposit amounts will be set by city ordinance or fee schedule.

4. Account Activation

- Accounts will not be activated until the application, required documentation, and all fees/deposits have been received and verified.
- Standard activation time is one to two business days, subject to workload and utility staff availability.
- All parties that are listed on a deed or lease will be listed on the utility account.

5. Landlord/Tenant Responsibilities

- Property owners and tenants are jointly responsible for unpaid balances tied to the property, consistent with city ordinance.
- Tenants may be restricted from re-establishing service until all prior balances are paid in full.
- Trash services are provided through Waste Management. Customers must contact WM directly to establish or change trash service for their address.

6. Denial of Service

- Service may be denied if the applicant or property has an outstanding balance with the City that has not been resolved.
- False or incomplete information on the application may result in denial or termination of service.

Enforcement

The Water Billing Office is responsible for administering this policy. Failure by staff to follow required procedures may result in corrective action under the City's personnel policies.

**CITY OF MOBERLY
PUBLIC UTILITIES SERVICE AGREEMENT**

ACCOUNT NUMBER: _____

THIS AGREEMENT WAS MADE AND ENTERED INTO BY AND BETWEEN THE CITY OF MOBERLY, MISSOURI. A MUNICIPAL CORPORATION OF RANDOLPH COUNTY, AND THE STATE OF MISSOURI. HEREBY KNOWN AS THE PARTY OF THE FIRST PART. THE SAID PARTY OF THE FIRST PART HEREBY AGREES TO FURNISH AND SUPPLY WATER, SEWER AND SANITATION SERVICES TO THE SAID PART OF THE SECOND PART FOR THE PROPERTY LISTED BELOW IN THIS AGREEMENT WHICH IS IN THE SAID CITY ACCORDING TO THE RULES AND REGULATIONS NOW IN FORCE OR WHICH MAY HEREAFTER BE ADOPTED BY THE CITY OF MOBERLY, MISSOURI.

_____ IN CONSIDERATION OF THE FULFILLMENT OF THE FOREGOING AGREEMENT, THE SAID PARTY OF THE SECOND PART HEREBY AGREES TO PAY THE SAID PARTY OF THE FIRST PART THE RATE OF CHARGE FOR SAID WATER SERVICE, SEWER RENTAL AND SANITATION RATE OF CHARGE THAT ARE NOW IN FORCE OR WHICH MAY HEREAFTER BE ADOPTED BY THE CITY OF MOBERLY, MISSOURI AND TO OBSERVE AND OBEY ALL RULES AND REGULATIONS OF THE CITY OF MOBERLY, MISSOURI, NOW IN FORCE OR WHICH MAY HEREAFTER BE ADOPTED.

_____ IT IS FURTHER MUTUALLY AGREED BY AND BETWEEN THE PARTIES HERETO THAT THE SAID WATER SERVICE MAY CONTINUE FOR ANY LENGTH OF TIME UNDER THE TERMS AND PROVISIONS OF THIS CONTRACT UNLESS THE SAID PARTY OF THE SECOND PART SHALL NOTIFY, IN WRITING, IN PERSON OR BY PHONE THE CITY WATER DEPARTMENT, OF THE CITY OF MOBERLY, MISSOURI. THAT SAID, WATER SERVICE SHALL BE DISCONTINUED OR IN THE EVENT THE SAID PARTY OF THE SECOND PART SHALL VIOLATE ANY OF THE RULES AND REGULATIONS OF THE SAID CITY OF MOBERLY, MISSOURI, WHICH REQUIRES THE DISCONTINUANCE OF THE SAID WATER SERVICES.

_____ IT IS FURTHER MUTUALLY AGREED BY AND BETWEEN THE PARTIES HERETO THAT ALL RULES AND REGULATIONS OF THE CITY OF MOBERLY, MISSOURI NOW IN FORCE OR WHICH MAY HEREAFTER BE ADOPTED BY THE SAID CITY OF MOBERLY, MISSOURI RELATIVE WATER SERVICE TO CONSUMERS, ARE DEEMED BY THE PARTIES HERETO BE PART OF THIS CONTRACT AND THE PROVISIONS THEREOF TO BE PROVISIONS OF THIS CONTRACT.

_____ IT IS FURTHER MUTUALLY AGREED BY SECOND PARTY THAT A DELINQUENT ACCOUNT BALANCE BE RELEASED TO SAID PROPERTY OWNER, ACCORDING TO CURRENT CITY ORDINANCE.

ACCOUNT HOLDER NAME: _____
(SECOND PARTY)

BUSINESS NAME: _____
(IF APPLICABLE)

SERVICE ADDRESS: _____

BILLING ADDRESS: _____
(IF DIFFERENT FROM SERVICE ADDRESS)

ACCOUNT HOLDER'S PHONE NUMBER: _____ EMAIL: _____

DRIVER'S LICENSE NUMBER: _____

EMERGENCY CONTACT INFORMATION:

NAME: _____ RELATIONSHIP: _____ PHONE NUMBER: _____

IN WITNESS WHEREOF THE SAID PARTIES HAVE THIS _____ DAY OF _____, AD 20_____
SET THEIR HAND HERETO AT THE CITY OF MOBERLY, COUNTY OF RANDOLPH AND STATE OF MISSOURI.

CLERK SIGNATURE: _____ DEPOSIT AMOUNT: _____

ACCOUNT HOLDER SIGNATURE: _____ DATE: _____

**CITY OF MOBERLY, MISSOURI
PUBLIC UTILITIES SERVICE AGREEMENT**

ACCOUNT NUMBER: _____

BILLS ARE DUE IN FULL BY 5 p.m. ON THE 17th OF EACH/EVERY MONTH. AFTER 5 P.M. THERE WILL BE A 10 (TEN) PERCENT PENALTY ADDED TO THE ACCOUNT. IF THE BILL IS NOT PAID IN FULL BY THE 23rd at 5 p.m., A \$30.00 SERVICE FEE IS ADDED TO THE BILL. THIS SERVICE FEE INCLUDES SHUTTING OFF AND TURNING THE METER BACK ON. THIS FEE IS APPLIED TO THE BILL EVEN IF THE METER IS NOT SHUT OFF.

IF THE BILL FOR A SHUT OFF ACCOUNT IS PAID AFTER 4:30 p.m. ON A NORMAL BUSINESS DAY OR THE WEEKEND, THERE IS A \$60.00 FEE REQUIRED FOR SAME DAY SERVICE RESTORATION. IF IT IS A LEGAL CITY HOLIDAY, THE \$60.00 FEE IS REQUIRED FOR SERVICE RESTORATION.

CITY ORDINANCE #8373, SECTION 7 STATES THAT BILL MUST BE PAID BY THE DUE DATE TO AVOID THESE FEES.

CITY ORDINANCE #9339, SECTION 1(d) STATES THAT CUSTOMERS WHO ARE DELINQUENT (PAYMENT NOT RECEIVED BEFORE SHUT OFF DATE) ON THEIR ACCOUNT MORE THAN 3 TIMES IN A 12-MONTH PERIOD WILL REQUIRE A DEPOSIT ON THEIR ACCOUNT. THIS DEPOSIT WILL BE REQUIRED REGARDLESS OF OWNERSHIP, BUSINESS CLASSIFICATION OR RESIDENTIAL STATUS.

CITY CODE, SECTION 42-33 OBLIGATES OUR OFFICE TO NOTIFY ANY LANDLORD, VIA LETTER OR EMAIL, PHONE CALL WHOSE TENANT IS IN SHUT OFF STATUS.

SIGNATURE: _____ DATE: _____

**CITY WATER DEPARTMENT SERVICE AGREEMENT
MOBERLY, MISSOURI
TEMPORARY WATER SERVICE ONLY**

THIS AGREEMENT, MADE AND ENTERED INTO BY AND BETWEEN THE CITY OF MOBERLY, MISSOURI, A MUNICIPAL CORPORATION OF RANDOLPH COUNTY, AND THE STATE OF MISSOURI, PARTY OF THE FIRST PART

BUSINESS NAME: _____ PHONE: _____

CONTACT NAME: _____ PHONE: _____

SERVICE ADDRESS: _____

AND OF THE COUNTY OF RANDOLPH, STATE OF MISSOURI, PARTY OF THE SECOND PART.

WITNESSETH, THAT THE SAID PARTY OF THE FIRST PART, HEREBY AGREES TO FURNISH AND SUPPLY WATER FROM ITS WATERWORKS SYSTEM TO THE SAID PARTY OF THE SECOND PART FOR THE PROPERTY KNOWN AS:

_____ IN THE SAID CITY ACCORDING TO THE RULES AND REGULATION NOW IN FORCE (OR WHICH MAY HEREAFTER BE ADOPTED) BY THE CITY OF MOBERLY, MISSOURI.

IN CONSIDERATION OF THE FULFILLMENT OF THE FOREGOING AGREEMENT, THE SAID PARTY OF THE SECOND PART HEREBY AGREES TO PAY THE SAID PARTY OF THE FIRST PART THE RATE OF CHARGE FOR SAID WATER SERVICE, SEWER RENTAL, AND SANITATION RATE OF CHARGE THAT ARE NOW IN FORCE (OR WHICH MAY HEREAFTER BE ADOPTED) BY THE CITY OF MOBERLY, MISSOURI, AND TO OBSERVE AND OBEY ALL RULES AND REGULATION OF THE CITY OF MOBERLY, MISSOURI, NOW IN FORCE OR WHICH MAY HEREAFTER BE ADOPTED.

IT IS FURTHER MUTUALLY AGREED BY AND BETWEEN THE PARTIES HERETO THAT THE SAID WATER SERVICE MAY CONTINUE FOR ANY LENGTH OF TIME UNDER THE TERMS AND PROVISIONS OF THIS CONTRACT UNLESS THE SAID PARTY OF THE SECOND PART SHALL NOTIFY (IN WRITING, IN PERSON, BY PHONE) THE CITY WATER DEPARTMENT, OF THE CITY OF MOBERLY, MISSOURI, THAT SAID WATER SERVICE SHALL BE DISCONTINUED OR IN THE EVENT THE SAID PARTY OF THE SECOND PART SHALL VIOLATE ANY OF THE RULES AND REGULATION OF THE SAID CITY OF MOBERLY, MISSOURI, WHICH REQUIRES THE DISCONTINUANCE OF THE SAID WATER SERVICE.

IT IS FURTHER MUTUALLY AGREED BY AND BETWEEN THE PARTIES HERETO THAT ALL RULES AND REGULATIONS OF THE CITY OF MOBERLY, MISSOURI, NOW IN FORCE OR WHICH MAY HEREAFTER BE DEEMED BY THE PARTIES HERETO TO BE PART OF THE CONTRACT AND THE PROVISIONS THEREOF TO BE PROVISIONS OF THE CONTRACT. IT IS FURTHER MUTUALLY AGREED BY SECOND PARTY THAT A DELINQUENT ACCOUNT BALANCE MAY BE RELEASED TO SAID PROPERTY OWNER, ACCORDING TO CURRENT CITY ORDINANCE.

I HEREWITH GIVE MY PERMISSION FOR THE CITY TO TURN ON THE WATER AT SAID ADDRESS WITH/WITHOUT BEING PRESENT. I RELEASE THE CITY OF MOBERLY FROM ALL RESPONSIBILITY FOR ANY DAMAGE OR WATER USAGE RESULTING FROM LEAKAGE THAT MAY OCCUR AFTER THE WATER IS TURNED ON

IN WITNESS WHEREOF, THE DAID PARTIES HAVE THIS _____ DAY OF _____, AD 20_____, SET THEIR HAND HERE TO AT THE CITY OF MOBERLY, COUNTY OF RANDOLPH AND STATE OF MISSOURI.

CITY OF MOBERLY, MISSOURI
(PARTY OF THE FIRST PART)

RECEIPT NO _____

RECEIVED BY: _____

DEPOSIT AMOUNT _____

Second Party: _____

FEIN, SS or Driver's License: _____

State Issued: _____

Billing Mailing Address: _____

Billing Phone Number: _____

Billing Email: _____

TEMPORARY WATER SERVICE

Today's Date: _____

Expiration Date: _____

Service Address: _____

Customer Name: _____

TEMPORARY WATER SERVICE IS ESTABLISHED FOR 30 DAYS. AFTER 30 DAYS THE WATER WILL BE DISCONTINUED UNLESS THE ACCOUNT HOLDER CONTACTS THE CODES OFFICE TO BE GRANTED AN EXTENSION. EXTENSIONS ARE ONLY GOOD FOR 30 DAYS AT A TIME. EXTENSIONS CAN BE REQUESTED BY VISITING THE CODES OFFICE AND SPEAKING WITH A CODE ENFORCEMENT OFFICE. THERE MUST BE REASONABLE CIRCUMSTANCES FOR SERVICES TO BE EXTENDED.

THE ACCOUNT HOLDER WILL BE RESPONSIBLE FOR ALL-WATER USAGE AND THE BILLING. TEMPORARY WATER SERVICE IS ONLY AVAILABLE TO THE HOMEOWNER.

THIS CONTRACT IS FOR TEMPORARY WATER SERVICE ONLY.

WHEN RECEIVING TEMPORARY WATER SERVICE, THE PROPERTY IS NOT TO BE OCCUPIED BEFORE THE MOBERLY CODE ENFORCEMENT CONDUCTS AN OCCUPANCY INSPECTION AND A PERMIT IS ISSUED. TO PAY FOR AN INSPECTION PLEASE CONTACT THE WATER OFFICE AT 660.263.4420.

SIGNATURE: _____

Code Officer Signature _____

ADDITIONAL SIGNATURES FOR EXTENSIONS

SIGNATURE: _____ DATE: _____ EXPIRATION DATE: _____

SIGNATURE: _____ DATE: _____ EXPIRATION DATE: _____

SIGNATURE: _____ DATE: _____ EXPIRATION DATE: _____

SIGNATURE: _____ DATE: _____ EXPIRATION DATE: _____

SIGNATURE: _____ DATE: _____ EXPIRATION DATE: _____

City of Moberly Water Utility Billing Office

Customer Service and Dispute Policy

Objective:

This policy is designed to ensure fair and transparent handling of billing disputes. We are committed to resolving issues promptly and maintaining trust with our customers.

Any customer service complaints regarding water office staff should be directed to the Finance Director at (660) 269-7601.

1. Customer Service Commitment

Our goal is to provide accurate, timely, and courteous service to all customers. Should you have questions about your water bill, payment options, or account status, please contact the water office:

- **Phone:** (660) 263-4420
 - **Email:** water@cityofmoberly.com
 - **Office Hours:** Monday – Friday, 8am to 5pm
 - **Address:** 101 W Reed St, Moberly, MO 65270
-

2. Initiating a Billing Dispute

If you believe your water bill is incorrect, you may dispute the charges. To initiate a dispute:

- **Contact the water office via phone or email with the following:**
 - The specific charges in question.
 - The reason for disputing these charges.
 - Any supporting documentation (e.g., previous bills, repair receipts).
 - **Submission Methods:**
 - **In Person:** 101 W Reed Street, Moberly, MO 65270
 - **By Mail:** 101 W Reed Street, Moberly, MO 65270
 - **By Phone:** (660) 263-4420
 - **By Email:** water@cityofmoberly.com
-

3. Dispute Resolution Process

Please refer to the Account Adjustment and Billing Error Policy for specific procedures on adjustments and corrections to accounts.

- **Submission:** Customers must notify the water office of their issue and provide any supporting documentation.
- **Review:** The water office will review the request and the customer's history.
- **Decision:** A decision will be made within 10 days of receiving the request.
- **Notification:** The customer will be notified of the decision and any adjustments made.

If you are not satisfied with the initial resolution:

Escalation: You may request a review by a supervisor or manager. At that time, the issue will be handed over to the Finance Director and/or Utilities Director for review and resolution.

Customers who disagree with an adjustment decision may appeal by:

- Submitting an appeal in writing to the water office within 10 days of the original decision.
- Providing any additional documentation or information supporting the appeal.
- The appeal will be reviewed by the Finance Director and/or Utilities Director, and a final decision will be made within 10 days.

4. Payment During Dispute

While your dispute is under review:

- **Payment:** You are responsible for paying the undisputed portion of your bill by the due date.
- **Late Fees:** Late fees may apply to the undisputed balance if not paid on time.
- **Service Continuity:** Your water service will not be disconnected solely due to the disputed amount during the review process.

This policy is effective 11/1/2025.

This policy is subject to change. Please contact the City of Moberly Water Utility Office or City Website for the most current information.

City of Moberly Water Utility Billing Office

Account Adjustment and Billing Error Policy

Objective:

This policy establishes the procedures for handling account adjustments, billing errors, and adjustment requests to ensure fair and consistent treatment of all customers.

1. Definitions

- **Adjustment:** A modification to a customer's bill to correct overcharges or undercharges.
 - **Billing Error:** An incorrect charge due to meter misreading, system malfunction, or clerical mistake.
 - **Adjustment Request:** A formal request by a customer to review and potentially modify their bill.
-

2. Billing Errors

- **Identification:** Billing errors may be identified through customer inquiries, routine audits, or system checks.
 - **Correction:** Upon identification of a billing error, the water office will:
 - Investigate the cause of the error.
 - Notify the Finance Director of the billing error and write up the adjustment amount for approval.
 - Once approved, correct the error in the billing system.
 - Notify the affected customer(s) of the correction and any adjustments made.
-

3. Adjustment Requests

- **Eligibility:** Customers may request an adjustment under the following conditions:
 - The customer provides necessary documentation, such as repair receipts for leaks.
 - The issue is not due to customer negligence or misuse.
 - The issue is due to an error by city staff.
 - Water office staff may waive penalties or late fees for customers based on their judgement of the customer's situation, limited to one time within a 12-month period unless otherwise approved by the Finance Director.
- **Process:**

- a. **Submission:** Customers must notify the water office via phone or email of their issue within 30 days of the issue and provide any supporting documentation.
 - b. **Review:** The water office will review the request and the customer's history.
 - c. **Decision:** A decision will be made within 10 days of receiving the request.
 - d. **Notification:** The customer will be notified of the decision and any adjustments made.
-

4. Types of Adjustments

- **Leak Adjustments:**
 - **Eligibility:** Available for leaks that are repaired promptly and are not due to customer negligence.
 - **Documentation:** A receipt from a licensed plumber detailing that the repair is required and the amount.
 - **Adjustment:** Adjustment to sewer charges may be made in the event of a leak if it is determined that the water did not enter the sewer due to the leak.
 - **Calculation:** In the event of a leak, the average sewer bill for the customer will be determined for the previous 12 months (or the period available if there is not 12 months of history available). The adjustment will be equal to 50% of the usage above the customer's calculated average usage.
 - **Meter Errors:**
 - **Eligibility:** Available if a meter is found to be malfunctioning or misread. Customers may elect to have a meter tested in accordance with the city code if they suspect a malfunctioning meter.
 - **Adjustment:** The bill will be adjusted based on the corrected meter reading.
 - **System Errors:**
 - **Eligibility:** Available if a billing system error is identified.
 - **Adjustment:** The bill will be corrected to reflect accurate charges.
-

5. Limitations

- **Amount:** Adjustments will not exceed the amount of the overcharge.
- **Approval:** All adjustments are subject to approval by the Finance Director. The utilities staff will prepare a list of all account adjustments made on a weekly basis for approval by the Finance Director. Approval sheet retention will be maintained by the Finance Director.

This policy is effective 11/1/2025.

This policy is subject to change. Please contact the City of Moberly Water Utility Office or see city website for the most current information.

Weekly Adjustment Approval Coversheet

Date: _____

Utility Clerks:

Print weekly adjustments report.

Documentation supporting any non-routine adjustments.

Finance Director:

Review adjustments for accuracy and appropriateness.

Review utility office and finance department staff accounts.

Approval of adjustments report.

Finance Director Approval: _____

Leak Adjustment Request



Account Number: _____
Service Address: _____
Customer Name: _____
Phone: _____
Email: _____

Documentation and proof of the leak and repair are required for adjustment consideration. Plumber's invoice or repair receipts are required.

Leak Details:

Date leak was discovered: _____
Date leak was repaired: _____
Description of leak and repair: _____

Documentation: (required for consideration)

Please attach paid plumber's invoice or repair receipts.

Customer Acknowledgement:

I certify that the information provided is true and accurate to the best of my knowledge. I understand that:

- Adjustments are granted only for leaks where water did not enter the sanitary sewer system.
- Only one adjustment may be granted per 12-month period.
- The adjustment will be calculated in accordance with the City/Utility's Leak Adjustment Policy.
- Submission of this form does not guarantee approval.

Customer Signature: _____ Date: _____

Office Use Only:

Date Received: _____
Average usage (gallons): _____
Billed usage (gallons): _____
Approved adjustment usage (gallons): _____
Credit amount: _____
Adjustment approval: _____ Date: _____

City of Moberly Water Utility Billing Office

Utility Service Disconnection and Turn-On Policy

Objective:

This policy outlines the procedures and requirements for the disconnection and reconnection of water services provided by the City of Moberly. It aims to ensure fair, transparent, and consistent practices while safeguarding public health and welfare.

1. Service Disconnection

Grounds for Disconnection: Water service may be disconnected for reasons including, but not limited to:

- Non-payment of bills in accordance with city ordinances.
- Unauthorized use or tampering with utility equipment.
- Safety concerns, routine system maintenance, or emergency repairs.

Notice Requirements

- **Delinquent Accounts:**
 - 17th – monthly bill due date
 - 18th – late penalty assessed
 - Door tagging will begin for delinquent accounts at the beginning of the week following the 18th of the month. Door tags serve as notification of late payment before shutoff. The city will attempt to make courtesy calls to notify customers of late payments as they are able, but courtesy calls are not guaranteed.
 - Shutoff procedures will begin at the beginning of the week following door tagging.
- **Routine System Maintenance:** Segments of the water or sewer system may need to be isolated for routine maintenance activities. A 48-hour notice will be given prior to conducting work.
- **Emergency Situations:** Immediate utility disconnection may occur without prior notice if there is a risk to public health or safety.

Timing of Disconnection

Disconnections will be done Monday-Thursday, and will not be disconnected on Fridays, weekends, or holidays to prevent extended periods without water service.

2. Service Reconnection

Conditions for Reconnection

Service will be restored when:

- All outstanding charges, including penalties and/or service fees, are paid in full.
 - Necessary repairs or corrections are made to resolve the cause of disconnection.
 - City staff are able to access the property and water meter.
-

3. Timing of Reconnection

- **Normal Business Hours** : Reconnection will be completed within normal business hours, (Monday–Friday, 8:00 AM – 4:30 PM).
 - **Payments Made After Hours:** Payments made at 4:30pm will be considered after hours. Reconnection will be scheduled for the next business day.
-

4. Customer Responsibilities

- Ensure timely payment of water bills.
 - Notify the utility of any issues affecting service within 30 days.
 - Keep updated contact information on file with the water office.
 - Provide access to utility personnel for inspections or reconnections.
 - Comply with all city ordinances and policies.
-

5. Contact Information

For questions or to arrange disconnection or reconnection services:

- **Phone:** (660) 263-4420
 - **Email:** water@cityofmoberly.com
 - **Office Hours:** Monday – Friday, 8am to 5pm
 - **Address:** 101 W Reed St, Moberly, MO 65270
-

This policy is effective 11/1/2025. *This policy is subject to change. Please contact the City of Moberly Water Utility Office or see City Website for the most current information.*

City of Moberly Water Utility Billing Office

Cash and Check Reconciliation Procedure

Objective:

To establish a standardized process for reconciling cash and check transactions, ensuring accuracy, accountability, and compliance with internal controls.

1. Daily Cash and Check Handling

Receiving Payments:

- **Cash Drawers:** All employees will maintain their own cash drawer. No employee should remove or change cash out of another employee's cash drawer.
- **Payment Methods:** Accept cash and checks at the counter, via mail, and through the drop box. Payments may be taken for utility payments, permits, business licenses, etc.
- **Documentation:** Each cash and check payment should be immediately entered into the Caselle software, ensuring that it is applied to the correct customer's account, including the correct amount, and is for the correct transaction type.
- **Secure Storage:** Immediately store all cash and checks in a locked drawer or city vault until deposited.

Endorsement:

- **Restrictive Endorsement:** Stamp all checks with "For Deposit Only – City of Moberly" upon receipt to prevent unauthorized use.
-

2. Daily Reconciliation Process

Preparation:

- **Count Cash:** At the end of each shift, each staff member will count all cash in their drawer and compare it with their daily deposit report ran from Caselle.
- **Record Checks:** At the end of each shift, each staff member will add up their total checks received for the day and compare the total with their daily deposit report run from Caselle.
- **Compare Records:** Match the total receipts per the Caselle report with the cash and checks on hand. The daily reconciliation coversheet should be completed and signed off by each employee.
- **Identify Discrepancies:** Investigate and document any overages or shortages. Discrepancies should be resolved by the end of the business day where possible. In the event of a shortage or overage of cash or checks that cannot be reconciled by 5pm, all cash, checks, and reports for that

day will be kept in a secure cash box separately in the office of the Finance Director or Finance Manager until discrepancies are identified.

- **Prepare Deposit Slip:** Complete a deposit slip matching the total amount of cash and checks to be deposited. Deposits will be prepared by the Senior Utility Clerk or the Finance Director or Finance Manager in the event of the Senior Clerk's absence.
 - **Documentation:** A copy of the deposit slip will be provided to the Finance Director, along with the daily Caselle deposit reports and reconciliation coversheets.
 - **Deposit Funds:** Cash, checks, and prepared deposit slips will be placed in a locked deposit bag that will be dropped at the bank every morning.
-

3. Documentation and Reporting

Xpress Reconciliation:

- **Reconciliation:** The Finance Director or Finance Manager will match total credit card and ACH payments receipted through Xpress BillPay, identified on the Xpress Reconciliation report, with deposits recorded in Caselle. Any discrepancies will be identified and resolved with input from appropriate water utility office staff. Discrepancies must be resolved within one business day.

Daily Log:

- **Reconciliation Packet:** The daily Caselle reports, reconciliation coversheets, deposit slips, and Xpress BillPay reports will be compiled into one packet for each day. Each daily packet must be signed off by the Finance Director and maintained for audit purposes.
- **Separation of Duties:** Overall cash and check reconciliation cannot be completed by water office staff who receive payments.
- **Supervisor Review:** The Finance Director or Finance Manager will review and sign off on the daily reconciliation paperwork to ensure accuracy.

Monthly Reconciliation:

- **Bank Statements:** Deposits slips and daily reconciliation paperwork will be reconciled to the bank statement on a monthly basis.
 - **General Ledger:** The bank statements will be reconciled with the general ledger to ensure all transactions are accurately recorded.
 - **Retention:** Copies of receipts, deposit slips, and bank statements will be compiled as a reconciliation packet and maintained in the finance department vault for audit purposes.
-

4. Internal Controls and Security

- **Petty Cash:** Petty cash will be maintained and reconciled on a weekly basis by the Finance Director or other designated employee. No member of the water utility office will maintain petty cash.
 - **Secure Storage:** Store all cash and checks in a locked safe or drawer when not in use.
 - **Surprise Audits:** Surprise counts of petty cash and cash drawers may be done on a periodic basis by the Finance Director or Finance Manager as deemed appropriate by the Finance Director.
-

This policy is effective 6/30/2025.

This policy is subject to change. Please contact the City of Moberly Water Utility for the most current information.

Daily Payment Reconciliation Coversheet

Date: _____

Utility Clerks:

Caselle payment register for individual drawers

Individual reconciled cover sheets for drawers

Caselle payment register for total day reconciled to drawer cover sheets.

Copy of deposit slip for total cash/checks

Finance Manager:

Xpress reconciliation report for the day

Documentation of reconciliation for total cash, checks, and credit cards.

Finance Director Approval: _____

Policy: Verification of Check Payments

Purpose:

To reduce the risk of returned or insufficient funds (NSF) checks and to ensure proper handling of large payments, the Water Billing Office requires additional verification for all check payments above certain thresholds.

Scope

This policy applies to all employees in the Water Billing Office who accept, process, or deposit customer payments.

Policy Statement

1. Verification Requirement

- Any personal check submitted in the amount of \$500 or more must be verified with the issuing bank before acceptance.
- Any business check submitted in the amount of \$1,000 or more must be verified with the issuing bank before acceptance.
- Verification shall confirm the availability of funds and the validity of the account.

2. Acceptable Verification Methods

- Contacting the bank directly using a verified phone number.
- Utilizing the bank's check verification system, if available.

3. Documentation

- Staff must record the date, time, bank representative (if applicable), and outcome of the verification in the customer's account.

4. Insufficient Funds

- If a check amount is unable to be verified with the issuing bank, the payment will be reversed, and the customer will be notified immediately.
- Future payments from the customer may be restricted to cash, debit/credit card, cashier's check, or money order.

This policy is effective 11/1/2025.

This policy is subject to change. Please contact the City of Moberly Water Utility Office or see city website for the most current information.