

**First Reading: 10/12/2026**  
**Bill No.: 26-46**

**Second Reading: 10/12/2026**  
**Ordinance No.: 261026D**

**AN ORDINANCE APPROVING MUNICIPAL CODE AMENDMENTS TO SECTION 705.070, OF THE MUNICIPAL CODE OF THE CITY OF WILLARD PERTAINING TO BILLS- WHEN DUE- DELINQUENT PAYMENTS- DISCONNECTION FOR WATERWORKS SYSTEM**

**WHEREAS**, the city of Willard owns and operates a municipal water system and wastewater collection and treatment system; and

**WHEREAS**, the City of Willard is responsible for the billing and collection of all established water and wastewater service charges; and

**WHEREAS**, it is necessary to amend certain sections of the municipal code to clarify procedures, processes and requirements related to the proper operation and maintenance of the municipal water system and a wastewater collection and treatment system, and

**WHEREAS**, all of the proposed amendments are reflective of current operational procedures and will not result in any change in the rate water and sewer customers pay for services.

**NOW, THEREFORE, BE IT ORDAINED BY THE BOARD OF ALDERMEN OF THE CITY OF WILLARD, MISSOURI, AS FOLLOWS:**

**Section 1:** The City does hereby amend Title VII, Utilities, Chapter 705, Waterworks System, Article II, Water Service, Section 705.070, Bill-When Due-Delinquent Payments-Disconnection, as follows:

**Section 705.070: Bills- When Due- Delinquent Payments- Disconnection**

- A.** After the meters have been read as herein provided, the City Finance Department shall as soon thereafter as is reasonable and before the 25<sup>th</sup> day of the month send to each user a written statement stating the amount of water used and the charge therefore as of the last meter reading date. Thereafter all bills shall be due and payable at the City Hall on or before the 10<sup>th</sup> day of the month following the use of the water. Any bill not paid in full on or before the 10<sup>th</sup> day of the month following the use of the water shall be subject to a penalty equal to ten percent (10%) of the total payment due, pretax for water and sewer service, penalty to be applied at 4pm the following business day.
- B.** If any customer of the Willard Water System disputes a bill received, the customer must contact City Hall by the 10th day of the following month. At that time, the customer account will be reviewed and the appropriate steps taken.

- C. All past due balances not paid in full by 5:00 P.M. on the business day prior to the disconnect date of each month shall be subject to disconnection. No disconnect will be done on amounts of less than fifty dollars (\$50.00). A notice informing the customer of past due balances and possible disconnection shall be sent the business day following application of the late penalty.
- D. If the customer wishes to make an alternative payment arrangement, they must complete a payment arrangement form by 5:00 P.M. on or before the business day immediately prior to the disconnect day of each month. If the customer defaults on an approved payment arrangement, said customer shall not be eligible for use of the payment arrangement option for a period of not less than six (6) months and shall be subject to immediate disconnection from the water system. Service shall not be restored until all current and past due account balances have been paid in full.

Checks shall not be accepted as a means of reconnection of service.

**E. Utility Account Penalties**

1. Any account with a past due balance not paid in full by the required date and time or any service that has been disconnected by reason of a failure to pay all past due balances of the utility bill shall be assessed a non-payment penalty of **Fifty Dollars (\$50.00)** for the first occurrence and **One Hundred Dollars (\$100.00)** for any subsequent occurrences. If water service has been disconnected all past due balances plus the penalty shall be paid before water service is restored. If it becomes necessary to remove the meter the reconnect fee will be **Two Hundred Dollars (\$200.00)**. Checks shall not be accepted as a means of reconnection of service. Water service shall be restored by the end of the next business day following receipt of payment in full of all outstanding balances, penalties, fees, and other amounts due.
2. The above-mentioned penalty can be waived one (1) time within a twelve-month period for any non-commercial user/household if a recognized, designated not-for-profit entity/charity as defined by the Internal Revenue Code § 501 (c)(3) commits to assist in the payment of any or all of said past due balance. The City must receive documentation of proof of a valid not-for-profit entity/charity as defined by the Internal Revenue Code § 501 (c)(3) prior to the time of payment.

**F. Meter Tampering and Interference Penalties**

**Meter Tampering Prohibited.** No person, including any property owner, tenant, contractor, or licensed plumber, shall turn on, turn off, reconnect, disconnect, bypass, alter, or otherwise interfere with any City-owned water meter, meter seal, curb stop, service connection, or related utility equipment without authorization from the City. Licensed plumbers may perform work on private plumbing systems but shall not operate or interfere with City-owned utility equipment. Any violation shall be subject to the Meter Tampering Fine and any applicable repeat-offense fines established by the City.

**1. Residential Customers - Plumbing Repairs or Leak Repairs**

Where a residential customer turns water service off or on at the meter for the purpose of addressing a plumbing repair, water leak, or other maintenance on the customer's private plumbing system without first contacting the City:

- i. **First Offense:** A written warning shall be issued and documented on the customer's utility account. The City Administrator, Public Works Director, or their designee may waive the warning requirement when circumstances indicate an intentional attempt to avoid payment, unauthorized reconnection following disconnection, meter bypassing, theft of service, or other fraudulent activity.
- ii. **Second Offense:** A tampering fine of **Two Hundred Dollars (\$200.00)** shall be assessed, issuance of a citation as permitted by law for tampering/interfering with City property, and the City may remove the water meter until all applicable fees and fines have been paid.
- iii. **Subsequent Offenses:** Each additional violation shall result in a tampering fine of **Two Hundred Dollars (\$200.00)** and may result in removal of the water meter and discontinuation of service until all fees, fines, and charges have been satisfied.

## **2. Accounts Subject to Service Disconnection for Nonpayment**

Any customer whose water service has been disconnected, or is listed for disconnection, due to nonpayment and who turns water service on, reconnects service, or otherwise interferes with City-owned utility equipment without authorization shall:

- i. Be assessed an immediate tampering fine of **Two Hundred Dollars (\$200.00)** for the first offense.
- ii. Have the water meter removed by the City.
- iii. Be required to pay all outstanding utility charges, tampering fines, restoration fees, and other applicable charges before service is restored.

## **3. Licensed Plumbers, Contractors, and Business Owners**

- i. No licensed plumber, contractor, or business owner shall operate, turn on, turn off, reconnect, disconnect, bypass, alter, remove, or otherwise interfere with any City-owned water meter, meter seal, curb stop, service connection, or related utility equipment without authorization from the City.
- ii. A violation of this Section shall result in a tampering fine of **Two Hundred Dollars (\$200.00)** for each occurrence.
- iii. Any plumber, contractor, or business owner with outstanding unpaid fines, fees, utility charges, or other amounts owed to the City at the time of business license renewal shall not be issued or renewed a City business

license until such amounts have been paid in full.

- iv. All plumbers and plumbing-related businesses applying for or renewing a City business license shall sign the City's **Plumber Utility Operations Acknowledgment Form** acknowledging receipt of and agreement to comply with the City's utility regulations.

**READ TWO TIMES AND PASSED BY THE BOARD OF ALDERMEN AND  
APPROVED BY THE MAYOR THIS 26th DAY OF OCTOBER, 2025.**

Approved By: \_\_\_\_\_

Mayor

Attested By: \_\_\_\_\_

City Clerk

