CITY of MONTGOMERY

City Hall: Phone 573-564-3160 • Fax 573-564-3802 723 North Sturgeon • Montgomery City, MO 63361

Water and Natural Gas Service Calls for turning on service

Service calls by Utility Personnel shall be done each week day Monday - Friday between **8:00 A.M.** and **10:00 A.M.** the time varies based on the volume of service calls. No service calls will be done on Holidays or weekends. **Customer must be present** at the time of service call. Customer shall not attempt to turn on water or gas service; this is in violation of city ordinance, subject to prosecution for Tampering.

The customer must contact City Hall one day prior to wanting utilities connected. After the required deposits are made office personnel will issue the required paper work for utility personnel to do service call. Utility personnel must have access inside the building prior to turning service on. Inspection will be done on gas appliances and piping to assure that they meet proper codes and are safe for use, all pilots will be lit and operation of each appliance will be checked. If there is a problem with any appliance or piping prior to or after gas service is turned on; gas service may be turned off until corrections are made. Only gas plumbers licensed by the City of Montgomery may work on appliances or piping a complete list of licensed plumbers is listed on backside. City personnel does not make any repairs to any appliance or customer piping, re-lighting pilots is up to the customer. To assure that there are no water leaks utility personnel will observe water meter after turn on; any open or broken pipes could cause damage to the residence.

If customer fails to be present at the residence the morning that the service turn on is scheduled, between 8:00 A.M. and 10:00 A.M. Utility personnel will not return until customer makes contact with City Hall 573-564-3160, business hours 7:30 - 12:00 and 1:00 - 4:30 Monday - Friday, to re-schedule turn on. A **service call fee** may apply for the second service call.

NATURAL GAS SAFETY

Your senses can help you detect a gas leak. A distinctive odor is added to natural gas for easy detection.

IF YOU DETECT A GAS LEAK:

1. Open windows and doors to dilute gas concentration to a safe level.
2. Avoid flame and operating electrical equipment.
3. If odor is extremely strong, evacuate building.
4. Call the Montgomery City Gas Department at 573-564-3160 or 911.

REMEMBER, natural gas is not dangerous. . . But it's MISUSE is!

If you have a problem with your natural gas service, don't try to make your own repairs, call an expert. A licensed gas plumber MUST do all repairs, the following is a list of plumbers who are licensed and bonded to do gas plumbing in Montgomery City.

Air Performance	314-570-4767
Central Heating & Cooling	573-564-3020
Heggemann, Inc.	636-456-8524
Midwest Heating & Cooling	573-581-4215
Ron Weeks Construction	573-220-1541
Schraer Air Experts	800-820-3008
Taylor, Brent	314-795-6535

CALL BEFORE YOU DIG

1-800-DIG-RITE (1-800-344-7483)

You MUST purchase an Excavation Permit from City Hall and call Missouri One Call at least two (2) working days before you plan to dig.

IF YOU SMELL NATURAL GAS CONTACT:

City of Montgomery Natural Gas Department, 723 North Sturgeon, Montgomery City, Missouri 63361
Monday thru Friday 7:30 a.m. to Noon and 1:00p.m. to 4:30 p.m. at
573-564-3160 or call 911 after business hours.

The City of Montgomery operates approximately 50 miles of natural gas pipeline, consisting of mains and service lines in Montgomery County. These pipelines reliably and efficiently deliver natural gas throughout the City and County. Natural gas is the most popular home heating fuel in America and its pipeline system is among the safest and most secure method of transporting energy. The City continually evaluates procedures to ensure the highest levels of security. Also, the City works diligently to ensure pipeline education programs, pipeline markers and facility mapping, leak surveys, patrolling, pressure monitoring, odorization and liaison with public officials including police and fire departments.

The Pipeline and Hazardous Materials Safety Administrations has issued a new regulation that reguires the City of Montgomery to offer an EFV to its customers. An Excess Flow Valve (EFV) is an extra safety device that can be installed in a service line providing natural gas to the meter. The main purpose of an EFV is to reduce the risk of release of natural gas caused by excavation damage to the service line between the point of connection to the main and the meter. An EFV will not prevent or stop leaks that might occur downstream of the meter. Not every service can accommodate an EFV.

The installation of an EFV is not a requirement for existing natural gas service lines, however, at the request of a City of Montgomery customer one may be installed. The installation of an EFV would take one day and would require the excavation of the service line at the connection to the main line. If you would like an EFV installed in your service line, the cost you must pay is $700.00. This includes all labor, equipment and materials but does not include restoration of grounds disturbed by excavation. If any street cuts are required, an additional $320.00 charge will apply. It is not likely but it is possible that future maintenance or replacement of the EFV might be necessary and could result in additional charges.

If you would like to have an EFV installed or have any questions, please call our main office at 573-564-3160.

City of Montgomery

723 N. Sturgeon
Montgomery City, MO 63361
Ph. 573-564-3160 Fax 573-564-3802

Dear **New Utility Customer:**

The City of Montgomery would like to welcome you as a new customer to the utility system.

The following information is important for you to know as a utility system customer:

The City of Montgomery has ordinances concerning the piping or the appliance work on natural gas in any building in the City of Montgomery. You, the customer/ property owner, are responsible for piping appliances downstream of the gas meter. Another requirement is that a qualified gas plumber licensed by the City of Montgomery performs the work on the piping or appliance. This is for your safety and will be strictly enforced. Violation will mean discontinued service. A current list of all licensed gas plumbers is available at City Hall.

If at any time the gas must be shut off at the meter, you must notify the City. NO ONE, except a Montgomery City utility employee, may turn the gas on at the meter.

If you SMELL GAS or have concerns on gas leaks, call the City Gas Department at 564-3160 days or "911" evenings.

The City of Montgomery requires a permit to dig in the City of Montgomery. You may obtain one at City Hall and you must have it prior to digging within city limits. Missouri state law also requires you to call Missouri One Call at 1-800-344-7483. This must be done at least two (2) working days before you plan to dig.

Utility bills will be sent out around the 20th of each month. The bills are due by the 27th of each month and are delinquent after the 5th of the following month, at which time they will be subject to a 12% penalty charge. Failure to pay delinquent bills may cause the city to disconnect your utility services and will result in stealing charges being filed. There is a $30.00 Non-Payment Disconnect fee for water service and a $50.00 Non-Payment Disconnection fee for gas service. Reconnect charges for services cutoff will be $30.00 for water and $50.00 for gas. Additional deposits may also apply after disconnection for non-payment. Reconnection will be scheduled at the discretion of the utility department.

We appreciate your cooperation and look forward to a lasting relationship with you as a utility customer.

Sincerely,

Justin Dunlap
Supt. of Utilities

RB:jw

New Utility Customers

A utility deposit for gas, water, and trash is required for all residents before service can be turned on or transferred to your name. The deposit will be credited toward your final billing and any excess deposit will be refunded to you. If you are moving within the City, your deposit will transfer to the new location.

Your bill includes charges for gas, water, sewer, solid waste, and tax. Sewer charge is based on actual water usage. This includes two pickups per week with a 2-bag limit per pickup. Pickups may begin as early as 4:00 am on Mondays and Thursdays, so you may want to set your trash out curbside on the evening prior to pickup. The City also picks up yard waste on Tuesdays and brush on Friday. Charges will be levied on big amounts and you should call City Hall to guarantee pickup.

Meters are read monthly beginning the first of the month. Utility bills will be sent out around the 20th of each month. The bills are due by the 27th of each month and are delinquent after the 5th of the following month, at which time they will be subject to a 12% penalty charge. Failure to pay delinquent bills may cause the City to disconnect your utility services and may result in stealing charges being filed. The city does send out a disconnection notice on the delinquent date, and if the balance is not paid in full, SERVICE IS IMMEDIATELY SUBJECT TO DISCONNECTION! All disconnection, reconnection and additional deposits must be paid in full before reconnection of services.

Any person(s) living at your address that owe(s) an outstanding bill of any kind payable to the City of Montgomery, must pay the amount owed or the utility services at your address are subject to disconnection.

If you own a dog or cat, you must also purchase a City Pet License for each dog or cat at a cost $15.00 per tag or $5.00 per tag if they are neutered or spayed. You must have a current rabies vaccination certificate in order to obtain a City Pet License. These must be renewed annually by March 1. It is unlawful for the owner of a dog or cat to allow such pets to run at large within the City of Montgomery, whether properly tagged or not (per Ordinance #3-1980 & #6, 5-5-80). Dogs must be on a leash when not confined.

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The office hours for City Hall are 7:30 am to 12:00 pm and 1:00 pm to 4:30 pm, Monday thru Friday. We are closed on weekends and holidays. We have a utility payment drop box and a drive-up window on the north end of the building for your convenience. Below you will find a list of phone numbers that may be helpful to you.

CITY HALL	**573-564-3160 or 573-564-2109**
AMEREN MO (Electric)	**1-800-552-7583**
AT&T	**1-800-464-7928 Residential** **1-800-499-7928 Business**
CHARTER	**1-888-438-2427**
POLICE DEPT	**573-564-2511 or 911 if an emergency**