

## UTILITY SERVICE IN MONROE CITY

The City of Monroe City owns and operates the electric, natural gas, water & sewer utilities. The City has a contract to have residential trash in Monroe City picked up. All of these utilities and residential trash pickup service are billed out monthly on the City's utility bill.

Utility bills are mailed out on the last day of the month. They are due by the 25<sup>th</sup> of the following month. If the 25<sup>th</sup> falls on a holiday or weekend, the bills are due on the next business day. The due date is always printed on the utility bill.

As soon as you receive your utility bill, please review it. If you believe that it is not correct, please contact City Hall at (573) 735-4585 option 1 and express your concern about your bill. The City will:

- Review your bill
- Re-read your utility meters if necessary.
- Revise you bill if corrections are warranted.
- Contact you about your bill.

The best resource for utility assistance is Northeast Community Action Coalition (NECAC). In order to receive assistance from NECAC, you must meet income guidelines. Contact them at the following numbers:

NECAC – Monroe County:	(660) 327-4185
NECAC – Marion County:	(573) 221-7166
NECAC – Ralls County	(573) 985-2411
NECAC – Shelby County	(573) 633-2210

Ministerial Alliance – Steve Goughner, Christian Church Minister  
(573) 735-2610

The City offers utility budget payment plans for all customers who have resided in the same location for 12 month.

The City offers ach payments in which your utility bill can be automatically withdrawn from the customer's account on the 25<sup>th</sup> day of the month. These customers will receive their bill on the first day of each month and their payment will come out of their account automatically on the 25<sup>th</sup> day of each month.

Utility rates are available on this website under:

- City Departments

- Utilities
- Bottom of the page and click on utility rates

In order to obtain utility service in Monroe City, residents must:

- Provide copies of the occupant and co-occupant's drivers' license and social security cards.
- Complete an application for utility service. See link
- Pay \$100.00 per metered service – usually \$300.00 total. Note-this is a deposit that is used to guarantee payment of final utility bills. Customers who pay their bill on time every month for one year, will have these deposits applied against their account. These deposits will be applied against their account after two years regardless of their delinquency status.
- Pay \$20.00 service initiation fee.