
WELCOME TO MONROE CITY, MISSOURI

CITY OF MONROE CITY

109 Second Street – PO Box 67
Monroe City, Missouri 63456
573-735-4585 – www.monroecitymo.org

City Hall & License Office Hours – Monday through Friday – 8 a.m. to 5 p.m.

Public Works Hours – Monday through Friday – 7:30 a.m. to 4:00 p.m.

Library Hours – Monday through Friday – 9:00 a.m. to 5:00 p.m. & Saturday 10 a.m. to noon

The Board of Aldermen normally meets the 1st and 3rd Thursdays of each month – call City Hall to confirm

Mayor – John Long

City Administrator – Jackie Pangborn

CITY FACILITIES

Street Dept./City Barn-Kevin O'Bryan.....	735-4759	Gas/Water/Sewer	735-2488
Electric Plant – Kerry Lee	735-4441	Sewer Plant.....	735-4451
Water Plant – PeopleServices	735-2822	Mosswood Golf Course	735-2088
Police Department/Humane.....	735-4431	Fire Department	735-4405
City Hall/License Office/Library.....	735-4585	Airport – Ruth Maupin	735-4845
Monroe City Pool (Seasonal).....	735-4471		

MISCELLANEOUS INFORMATION

Ambulance – Non-Emergency.....	573-735-4112	911 Non-Emergency	573-735-4411
NEMO Drug Task Force	573-221-5200	Stoddard Disposal.....	866-518-2258
Community Trash Service	573-983-2025	Charter Comm. (Cable TV).....	888-438-2427
Chamber of Commerce	573-735-4391	Post Office.....	573-735-4757
Dish Network (Satellite TV).....	800-664-2602	Ralls Tech (Internet).....	573-985-3600
Centurytel (Phone/Internet)	800-201-4099	Rt. J Satellite	573-735-2231
Centurytel (Repair/Service)	800-824-2877	Direct T.V.	888-777-2454
Dayne's Disposal (current)	866-214-6919	US Army Corps of Engineers	573-735-4097

CITY ALDERMEN/MAYOR

Mayor.....	John Long
Aldermen Ward I.....	Jason Osbourne & Jeremy Moss
Alderman Ward II.....	Marvin Viloría & Dane Foster
Alderman Ward III.....	Connie Painter & Melissa Hays

CITY HALL COMPLEX NUMBERS & EXTENSIONS

John Long, Mayor.....	735-4585 extension 257
Jackie Pangborn, City Administrator.....	735-4585 extension 251
Christine Ellison, City/Court Clerk.....	735-4585 extension 252
Joyce Viloría, License Office.....	735-4585 extension 255
Brian Miller, Building Inspector	735-4585 extension 250
Tyler Wheeler, Police Chief	735-4585 extension 263
Karen Seward, Library Director	735-4585 extension 271

FOR EMERGENCIES – CALL 9 – 1 – 1
Urgent – Non Emergency – 573-735-4411

For additional information, contact City Hall at 573-735-4585 or check out our website at www.monroecitymo.org.

PROGRAMS AVAILABLE

Utility Budget Plan

After living at a residence for 12 consecutive months you are eligible to be on the Budget Plan. This is based on your prior 12 months usage at the current rates. Plans are refigured in October of each year. Contact City Hall for details.

Utility ACH Payment & Credit Card Payments (in person only)

At any time, you can sign up for your utility bill payment to be automatically withdrawn from your bank account. This will alleviate penalties as well as a stamp or trip to City Hall. The City will also accept credit cards for payment. There is a 2.49% fee added to the base charge and these payments will only be accepted in person. Contact City Hall for details.

STREET DEPARTMENT PROGRAMS

Brush Pick Up

The City of Monroe City picks up brush, tree limbs and grass clippings every Friday during the months of April through November and only on the 4th Friday between December and March. If you have a lot of the above for pick up, you may wish to contact the Street Department at 573-735-4759.

- The items must be at the curb by 7:30 a.m. on Friday morning.
- Pieces are not to be longer than 12' (twelve feet). Pieces less than 1' should be in a container or box that can be easily dumped into the truck. Put all sticks in one pile – do not create smaller separate piles around your residence.
- Only brush, leaves and grass clippings will be picked up. Leaves and grass clippings (no cat litter) must be in a plastic bag or container. No wood, fence, tin, concrete, cat litter, animal waste, etc. will be picked up.
- If someone is hired to cut down a tree or just trim limbs, the contractor must haul brush off.
- No brush will be picked up if it is in an alley – unless the alley is paved.
- If you cut down a tree, limbs should be put in one pile and chunks of wood should be put in another pile.
- When piling a big pile of brush – pile should not exceed 10' in height.
- Stack the limbs in the ditch parallel with the road & keep a 2' gap between brush piles so they don't become entangled.
- Keep brush piles in the ditch and away from obstacles such as poles (electric and other), guide wires, water meters, fire hydrants, other trees, etc.
- No brush is to be in the street.

Please contact City Hall at 735-4585 if you have any questions or need assistance. Please be aware that citizens can take brush, leaves and grass trimmings to the City Barn and dump them in the designated area. The leaves and grass trimmings must be removed from the bags.

Sidewalk Replacement Program

The purpose of this program is to provide an incentive to property owners to replace deteriorated sidewalks with the City sharing in the cost of installing new sidewalks. This pertains to residential and commercial sidewalks that run parallel with the streets that are generally used by pedestrians. Sidewalks that run up to the house or business for private use are not eligible. The City will remove the existing sidewalk and purchase the concrete for the replacement. The owner is responsible for the labor to form, pour and finish the sidewalk as specified in the application. Applications are available at City Hall and Kevin O'Bryan can be contacted at 573-735-4759 for additional information.

Culvert Replacement Program

The purpose of this program is to provide an incentive to property owners to replace deteriorated culverts. The customer is to pay for an approved culvert and the City will install the culvert. Contact Kevin O'Bryan at 573-735-4759 for details.

WATER DEPARTMENT PROGRAMS

Sewer Savers

The purpose of the sewer saver is to provide customers who use a lot of water in the summer for yards, plants, gardens, washing cars, etc. a way to monitor the amount of water that does not go down into the sewer system and receive credit off of their sewer bill in September of each year. The meter is read when it is issued and then the owner is to bring the meter to

City Hall in September of each year, so a reading can be obtained. The amount that was used is credited towards their bill based on the sewer rate. Contact City Hall at 573-735-4585 for details.

PARKS, POOL & LAKES

- The City has many parks for the citizens to use. All pavilions are on a first come/first serve basis. St. Jude's Church and Gazebo can be rented/reserved for special events.
- The Swimming Pool (573-735-4471) is open from Memorial Day to mid-August. Please contact City Hall for current information/rates or check on the City's website.
- The City has two lakes it maintains – Route J and South Lake. Both lakes are open during the spring, summer and fall and are excellent sources of fishing – with Route J having a floating fishing dock. Both have picnic facilities and temporary restroom facilities. The pavilions are on a first come/first serve basis.

RESIDENTIAL WASTE PICKUP & DISPOSAL PROGRAM

Dayne's Disposal Service picks up and disposes of all residential waste in Monroe City. All waste must be placed at the curb by 7:00 a.m. on the designated trash day. All waste must be generated from the household that is placing the waste at the City curb for pick up. Violation of the City's Solid Waste Program may result in waste not being picked up and the tenant/owner subject to a citation for violation of the City's waste disposal program.

The charge for the waste pickup and disposal service is \$9.73 per month. This fee is included on the utility bill you receive at the first of each month. Any questions, problems, concerns, etc., regarding the trash service can be directed to **Dayne's Disposal Service at (573) 581-4726.**

GENERAL TRASH INFORMATION

West Side of town and the area north of Highway 24 & Business Highway 36 and east of North Main Street is every Tuesday. The rest of the town is every Friday, Every Week Regardless of Holidays, except Christmas

- There is no limit on the number of bags to be placed at the curb each week.
- All waste must be in plastic bags securely tied at the top (except for bulky waste).
- Solid waste is garbage generated from day to day living. This garbage should be in garbage bags not to exceed 39 gallons in size or 60 pounds in weight. The bags should not be overstuffed. The bags should be capable of being picked up and tossed into the hopper without excessive strain and without the bag stretching or tearing.
- Bulky waste consists of large bulky items; appliances; furniture; items generated from the clean up of garages, basements and attics; small quantities of wood scraps, metal, window glass and paint cans that contain dried up and hard paint.
- Small bulky waste items must be packed in boxes or tied together in such a way that the trash hauler can easily and quickly pick up the items. Discarded carpets must be rolled and tied.
- Bulky waste items with the exception of appliances and metal goods are to be placed at the City curb on the day that the regular waste is picked up.
- Appliances and metal goods are to be placed at the City curb on the third Friday of every month.
- If waste is not properly prepared for pick up, a door hanger will be attached to your door explaining the problem.

WASTES NOT ELIGIBLE FOR PICK UP

- New construction, remodeling and waste from demolition projects – the tenant or owner is responsible to contact a licensed trash hauler to make arrangements for disposal.
- Grass clippings and leaves
- Liquids, oils, paint, batteries, and other items banned from landfills.

UTILITY ACCOUNT POLICY

The City of Monroe City's Utility Account Policy is as follows:

UTILITY BILL DUE DATE

Utility bills are mailed on the first day of the month and are due and payable on or before the 25th of the month. From time to time, the 25th of the month will fall on a Saturday, Sunday or City holiday. In these situations, the due date will be the next City business day following the 25th of the month.

All payments made on the due date must be delivered inside City Hall for processing by 5:00 p.m. Any money put in the drop box after 8 a.m. on the due date will not be processed until the following business day and will receive a penalty. Any money that is mailed must reach our office by the due date or it will also receive a penalty – we do not honor postmarks.

If you would be interested in having your utility payment automatically taken from your checking account on the 25th of the month, please contact City Hall.

Bills can be dropped off directly to City Hall which is located at 109 Second St., in the drop box at the front door of City Hall after regular business hours, or mailed to PO Box 67 in Monroe City, Missouri 63456.

DELINQUENT ACCOUNTS

After 5 p.m. on the 25th of the month, all accounts not paid will be considered delinquent and will be assessed a 5% penalty. A Notice of Pending Utility Cut-Off will be taped to the front door of the location that is delinquent. The delinquent account notice shall show the account name, the delinquent amount due, the utility cut-off deadline and the reconnect fees during the normal working hours as well as the reconnect fees for after normal working hours.

UTILITY SERVICE CUT-OFF

Delinquent customers who fail to make full payment by the specified date and time on the Notice of Pending Utility Cut-Off will have their utility services discontinued on the date and time specified on the Notice of Pending Utility Cut-Off.

EXTENSIONS

If a customer is financially unable to make full payment by the due day, they may request an extension of credit on or prior to the due date. The extension cost is \$10 and the extended due date will be the second Friday of the following month. An extension does not waive the penalty, it only extends the due date of your bill.

A NOTE FROM THE MONROE CITY GAS DEPARTMENT . . .

The Monroe City Gas Department would like to take this opportunity to thank you for becoming a new Natural Gas customer on the Monroe City Natural Gas System. In case of an emergency, you may call Monroe City Emergency Services at 735-4411; there is someone on call 24 hours a day, 7 days a week.

The Gas Department . . .

- ❑ Is responsible for all the Gas piping from the City Gas Main to the customer's outlet point of your Gas meter (or the valve closest to your house, garage or building). The City owns and will maintain that part of the system.
- ❑ Will locate a leak on any part of the system that you may have that is being supplied by the Monroe City Natural Gas; but is not responsible for the maintenance and/or expense to your part of the system. The City will inform you of the degree of hazard that the leak is (Class 1 thru 4 – 1 being the higher degree of hazard). If the Department locates a leak on the outlet side of the gas meter, it will be the owner's responsibility to have it repaired. Our service person may ask you to call a qualified person to repair the problem that has occurred. If it is determined a safety hazard, we may be required to turn off and/or tag that part of the system/appliance that is a safety hazard. Once a line or any part of your system is determined to be unsafe, it shall remain turned off and no person shall turn it on again until we have determined it to be safe again. The Gas Department may find it necessary to require the owner to pressure test the system at a pressure of ten (10) psig for fifteen minutes.
- ❑ Will mark the location of gas lines before you do any digging. Please call 1-800-344-7483 or 811 before you dig.

If you smell natural gas . . .

- ❑ DO NOT Use, start or stop, turn on or off any electric switches, appliances, equipment, doorbells, flashlights, telephones or anything that will produce a spark or heat source that could ignite the natural gas.
- ❑ DO NOT Smoke.
- ❑ Check the pilot lights on all appliances in the house.
 - ❑ If the pilot light has gone out, turn the appliance off and wait five minutes. If you no longer smell gas, it should be safe to re-light. If the odor is still strong or gets worse after waiting, open the doors and windows and leave the house. Go to a neighbor's house and call the Monroe City Emergency Services at 9-1-1. A Department employee will come shortly and instruct you as to the course of action to be taken.

Facts about natural gas . . .

- ❑ In its natural form, it has no odor. A detectable odor is added to produce a more distinctive odor.
- ❑ Is not poisonous but does displace the oxygen in an enclosed area.
- ❑ Is lighter than air and has a tendency to rise.
- ❑ Is a natural resource that comes from the earth and is a vital part of our daily operations? Let's not waste it.

Miscellaneous

- ❑ Know the location of your gas meter
- ❑ With the meter facing you, on the left side above the ground will be a shut off valve. In case of an emergency, your gas can be turned off using a wrench that fits the valve.

The use of insulation, weather stripping, storm windows and doors are just a few ways we can cut back on the amount of gas we burn. The more we know about gas, the more efficiently it can be used to serve us today and many years to come.

Call 1-800-344-7483 or 811 before you dig!!