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### HIGGINSVILLE TRASH COLLECTION

Trash is picked up once per week and billed monthly on your utility bill.

The following is a guideline for weekly trash collection for residential units only. Commercial customers must set up trash collection separate from the residential services provided.

Once a week collection. Your trash day is dependent upon which area of the city you live in. City Staff can notify you of your trash day when you set up your city services.

Weekly limit – Trash collections are limited to 10 bags per week.

Please set your trash out by 7:00 am on your collection day at the end of your driveway (or in the alley – if applicable).

**Bulky items** –Residents are allowed one bulky item per week (for example, furniture and appliances). If you have additional items, you will need to call the contractor, Heartland Waste, at 660-429-1040, to make special arrangements for pick-up of these items. You will be billed separately for these additional items. \*Please note – if you have a freezer, refrigerator or air conditioning unit, it must be serviced and tagged by a licensed professional. The tag states that the chlorofluorocarbons “CFC’s” have been properly removed. This is required by Missouri Air-Pollution Law.

**Construction, demolition, and remodeling debris** are not considered weekly household trash. If you have a home improvement project that requires debris disposal, please contact Heartland Waste at 660-429-1040.

**Holidays** – There will be no trash service on Thanksgiving, Christmas Day, and New Year’s Day. If your normal pick-up day falls on or following one of these holidays, it will be picked up one day late.

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## WELCOME TO HIGGINSVILLE!

**Founded in 1869 by Harvey Higgins, the City of Higginsville is committed to the growth of its residents as both individuals and as a community. Having a strong farming heritage, its goal of balanced growth between residential and business is based on traditional values and progressive leadership.**

### DEPARTMENT DIRECTORY

Airport	660-584-3339
Administration	660-584-2106
Animal Control	660-584-2104
Building and Zoning	660-584-2106
Cemetery	660-584-2106
City Collector	660-584-2106
Economic Development	660-584-6771
Electric	660-584-2106
Emergency Medical Service	660-584-3832
Fire Department	660-584-2104
Library	660-584-2880
Parks & Recreation	660-584-7313
Park Activities Hotline	660-584-2227
Police	660-584-2104
Street	660-584-2106
Trash/Recycle Info	660-584-2106
Water /Wastewater	660-584-2106

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1922 Main Street  
P.O. Box 110  
Higginsville, MO 64037

## Municipal Utilities Information

*Hours of Operation*  
*8:00 a.m.—5:00 p.m.*  
*Monday thru Friday*

*Phone 660-584-2106*  
*Fax 660-584-2953*  
*Website: [www.higginsville.org](http://www.higginsville.org)*

### Additional Phone Contacts:

Missouri Gas Energy 1-800-582-1234  
Citizens Telephone Co. 1-660-584-2111  
Citizens Cablevision 1-660-584-2288

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## APPLICATION FOR SERVICE

Application for utility service shall be made at the City Hall, 1922 Main, Higginsville. Service may be obtained by complying with the following requirements:

**Deposit:** With each application for service, the customer will be required to make a deposit (dollar amount set by ordinance) in the amount applicable to the class of service desired. Deposits are required to insure payment of current monthly bills and shall be made by the customer responsible for the payment of these bills. Additional persons may be listed on the account, but only one person will be listed as deposit owner.

**Proof of Identity:** Anyone applying for service will be required to show proof of identity. This must be Government issued I. D. (such as driver's license or passport). Other information requested includes Social Security Number, contact information and place of employment.

**Lease or Purchase Agreement:** Renters may be required to show lease agreement. Owners may be required to show proof of ownership.

## ACCESS TO CUSTOMER'S PREMISES

Authorized personnel of the Municipal Utilities need to have access to the customers' premises for the purpose of reading meters, inspecting wiring or plumbing, making repairs or installing any material or equipment used in connection with providing service to the customer.

## METER READING PERIODS

Electric and Water meter readings will be taken once each calendar month. During inclement weather, water readings may be estimated.



## ILLEGAL USE OF SERVICE OR TAMPERING

Opening of Water Meter pits is prohibited and is a prosecutable offense. Contact Water personnel for assistance when access is necessary. Tampering with meter equipment or meter seal is prohibited and is a prosecutable offense.

Any person, firm or corporation found to be using service or causing service to be used in violation of the rules and regulations of the Municipal Utilities, shall be the cause for immediate discontinuance of service. Failure to comply with the requirements for restoration of service, including an estimated bill for loss of revenue sustained by the Municipal Utilities, will be prosecuted to the full extent of the law.

## DISCONTINUANCE OF SERVICE

Service will be discontinued for violation of any of the rules and regulations of the Municipal Utilities or for non-payment of current bills by the 20<sup>th</sup> of each month. Service will be discontinued without advance notice in the event a customer is found to be utilizing service without proper metering, proper protective devices or in any manner to make it dangerous to occupants of the premises or creating a fire hazard.

Electric and Water Service will be disconnected for non-payment of current bills on the 21<sup>st</sup> day of each month.

A late charge will be assessed for a payment made after 8:00 a.m. on the 21<sup>st</sup> day of the month.

A reconnect charge will be assessed if Electric or Water service is disconnected.

Reconnection of Electric or Water Service after hours will be charged an additional overtime fee.

## READ IN/READ OUT POLICY

Whenever a customer, for any reason, ceases to use service, gives notice of their intention to do so, and has complied with all rules and regulations governing this service including the payment of all charges due the Municipal Utilities, they will be entitled to have the amount of their deposit returned to them at the office of the Municipal Utilities.



## BILLING

Bills will be mailed by the Municipal Utilities to the customer on the last working day of the month for service rendered. Bills are due by the customer upon receipt. Failure of the customer to receive said bill shall not relieve him of the obligation of paying the amount due the Municipal Utilities. If payment is not received by the 20<sup>th</sup> of the month, services will be disconnected on the 21<sup>st</sup> of the month.

## LEVEL PAYMENT PLAN

If you are a residential or small commercial customer you may qualify for Higginsville Municipal Utilities Level Payment Plan. This plan allows you to spread the cost of high summer or winter bills over an entire year. It's easy and here's How It Works. We will use billing history plus 10% to calculate an average monthly utility bill which will become the Level Payment Plan amount you will pay monthly. November of each year, you will receive a settlement bill showing either a payment due, or a credit to your account. Your account is automatically reviewed throughout the year and your Level Payment Plan monthly amount may be adjusted to reduce your settlement balance in the 12th month. Adjustments can be made when necessary. (If interested, please see web site or ask for sign-up form at Municipal Utility office.)

## PAYMENT OPTIONS

The City of Higginsville offers several convenient ways for customers to pay their utility bills. Along with accepting cash and checks through the ease of the **Drive up Window** and **Night Deposit**, the City accepts **Visa and Master Card** credit and debit card either in person at City Hall or by phone. Utility payments may also be made through the Automatic Bill Payment Plan where payment is made directly out of your checking or savings account. (If interested, please ask for sign-up form at Municipal Utility office.)