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Moscow Mills Utility Users

29 December, 2020

RE: Utility Bills

The Mayor & Board of Aldermen are concerned with the large amount of citizen that have expressed concern regarding Water shut-off's on a monthly basis. The City goes out of its way to ensure the utilities are not shut off. This includes a notification on the 16th of the month for those on e-billing informing you that you are now late and late charges have been applied to your account. The City has a standing policy that if the 24th of the Month (Shut-Off Day) falls on a Friday or the day before a holiday it will wait until the following Monday to perform shut-offs thus preventing an individual from being shut-off for potentially 3 days.

If you sign up for electronic billing you will receive that notice of a pending shut-off. Keep in mind that e-billing includes the possibility to sign up for automated payments. It does not require you to sign up for both. The first time you sign up for e-billing you will receive a onetime credit of \$10.00.

The City is also continuing to communicate to all who take the time to "Like" us on Facebook. This provides the City an opportunity to provide information to the public regarding "Late Fees, Shut-off's, Boil Orders, Road Closures, and Other Emergency Communications". If you do not "Like" us on Facebook you will not be receiving that information unless you log-in to the City's Website on a daily basis.

Please help us help you by following us on Facebook (LIKE) and signing up for E-billing.

Kind Regards,

Patrick Flannigan

Mayor of Moscow Mills, Mo.
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