

Frequently Asked Questions

• Utility Questions • Vendor Payment Questions • Purchasing Questions •

If you do not find the answers you are looking for on this page, please email your questions to appropriate email address.

- [Utility Accounts](#)
- [Accounts Payable](#)
- [Purchasing](#)

Utility billing questions can also be directed to [Utility Customer Services](#) by calling (913) 856-7535.

Utility Account Questions:

1. Can I get my water and electricity turned on/off during the weekend?

No. We cannot do any new service connections after hours or weekends.

2. When and on which days can I get my water or electricity turned on/off?

We offer same day service as long as you submit your request to City Hall by 3:00 pm. If you contact our office on any day after 3:00 pm the utilities will not be turned on/off until the following day, and on Fridays not until the following Monday.

3. How many days do I have to pay my utility bill?

Your utility bill is due when rendered and is delinquent 18 days thereafter, your account will be charged 10% of the delinquent balance.

4. When will my bill be considered delinquent?

If a utility bill is not paid on the due date reflected on the front of the bill, the account shall be delinquent. A notice of delinquency will be sent, and the account will be subject to a 10 percent (10%) penalty.

5. When will my utilities be disconnected?

Disconnection of service will occur within fifteen (15) calendar days of the date of mailing of the delinquency notice unless prior written arrangements were made.

6. What are the fees for disconnection?

If a customer's delinquent account is on the shut-off list, and not paid by 10:00 am on the shut-off day there will be a fifteen dollar (\$15) charge.

7. What happens if I have a returned check?

There will be a thirty-dollar (\$30) charge for all checks or bank drafts returned by the bank for any reason.

8. Why is my sewer charge higher than my water charge?

Sewer charges are higher than water costs for many reasons. There are differences in installing and maintaining water distribution versus sewer collection systems. The cost and complexity of treating wastewater has increased more dramatically over the years than the cost of producing drinking water.

9. What should I do if I think my utility bill is too high?

Submit a service request.

If the water usage is significantly higher than the average, the Customer Service Representative will generate a work order to check for leaks. If a leak has occurred, the customer can turn in a receipt from repairs, for possible leak adjustment on bill. Then a technician will be dispatched to confirm leak has been fixed and re-read the meter. Your account could be credited for one half of the amount over your average usage. If there is a question about electricity usage, the meter will be re-read. You will then be referred to the Utility Billing Specialist.