



Utility Billing Policy and Procedures

Updated 12/17/2018

Office Hours: 8 a.m. - 5 p.m., Monday through Friday

Utility billing: 816.439.4460

Republic Services: 816.254.1470

Setting Up Service:

- **Existing Customers (*homeowners and business owners*):** can call 816.439.4460 to set up another account.
- **New customers (*homeowners and business owners*):** must come to Liberty City Hall, 101 E. Kansas St., to establish service.
 - **Required documentation** (must be presented when requesting service): a primary form of identification (see below), their social security number, date of birth, place of employment and two phone numbers.
- **New customers (*residential renters*):** must come to Liberty City Hall, 101 E. Kansas St. to establish service
 - **Required documentation** (must be presented when requesting service): lease, a primary form of identification (see below), social security number, date of birth, place of employment and two phone numbers. Each person listed on the lease will be included on the account and will need to provide proper identification, as identified above.

At the time of service application, new customers must pay a deposit of \$150 that will be refunded without interest after two years if service has not been delinquent during that period.

Customers who would qualify for the City of Liberty Utility Bill Credit program will be required to pay a \$75 deposit at time of service application and an additional \$75 on the first billing for a total deposit of \$150.

Same day service can be provided if the customer pays in person or calls to set up service before noon.

Primary Forms of Identification: The City of Liberty accepts any of the following as forms of identification at the time of application for service. A valid driver's license, military id, social security card, U.S. passport, birth certificate, permanent resident card, alien registration receipt card, or an unexpired foreign passport with an unexpired arrival-departure record.

Methods of Payment: Payments can be mail to City of Liberty, PO Box 801737, Kansas City MO 64180 or be paid in person at Liberty City Hall, 101 E. Kansas Street.

A utility drop box is located across from the Police Department on Missouri St. or at the City of Liberty Community Center. Payments are collected at 8:00 a.m. on weekdays. **Payments placed in the drop box after 8 a.m. will be credited to the customer's account on the next business day.**

Customers can set up an online account from the City's website at <https://water.libertymissouri.gov> which will allow them to view records and pay their bill with a debit or credit card.

Customers can also sign up to have their monthly utility bill automatically deducted from a bank account on the day that the bill is due. A completed enrollment form, which is available online, should be mailed or dropped off with a voided check.

Credit card payments will not be taken over the phone by billing staff.