



INFORMATION SHEET FOR NEW RESIDENTS

www.jacksonmo.org or email utilities@jacksonmo.org

DEPOSITS AND UTILITY BILLS

- Deposit credited to utility account after 12 consecutive non-delinquent payments or on final bill if moving out of Jackson City Limits. Any remaining deposit will be issued as a check if you are moving out of the City of Jackson utility service area.
- Utility bill available as a mailed paper copy, statement and online customer payment portal <https://www.jacksonmo.org/317/Utility-Billing-Online-Payment-Portal> (account total only)
- Payment options:
 - ACH payments generated from your bank's web services
 - Automatic withdrawal service (in house) on the 20th (first bank business day following) of the month
 - For more information: <https://www.jacksonmo.org/DocumentCenter/View/320/Automatic-Withdrawal-Service-Form-PDF>
 - Online customer payment portal: Credit/debit card (service fees will apply for all online payments) <https://www.jacksonmo.org/317/Utility-Billing-Online-Payment-Portal>
 - In person (entire bill required): Check, cash, money order, and credit/debit card (service fee for all cards)
 - Night deposit box (stub required): Check or money order only
 - Mail (stub required): Check or money order only
- Utility bills reflect usage from at least one month before the bill date.
- It is the customer's responsibility to notify the City of Jackson in writing (email or in-person signature) that utilities need to be removed from their name. A forwarding address and valid phone number will be required.
- **Utility bill is delinquent if payment not RECEIVED by 5:00 p.m. on the 20th of the month.** If the 20th falls on a weekend or holiday, the payment must be received by 5:00 pm on the next business day. A late fee of 10% of the total bill (\$10.00 minimum) will be assessed. A 10% compounding penalty will continue to be applied each month until the balance is paid off. After 6 months, all past due amounts will be sent to collections. An additional/larger deposit will be required for customers that left an unpaid bill on file with the City of Jackson before utilities can be put into their name.
- The City may discontinue services at any time after an account becomes delinquent. Once services are scheduled for disconnection, a \$100.00 fee is assessed to the utility account and must be paid in addition to the delinquent amount and penalties before services are reconnected.

REFUSE PICK-UP AND RECYCLING CENTER

- 3 disposable bags (maximum of 33 gallons and 40 lbs) on curb by 8 AM. **NO TRASH CANS**
- Additional trash bag stickers available at City Hall for \$1.00 per sticker
 - Special pick-ups are available for large loads by appointment with Public Works jacksonmo.org/FormCenter/Solid-Waste-Services-7/Pickup-Form-49
- Yard waste will be collected the 1st and 3rd full weeks each month.
- Recyclable materials can be dropped off during business hours at 508 Eastview Court.
- Recycling Center Hours (Monday-Saturday, excluding City holidays)
 - The Winter Hours (November through March) are: 8-5 (M-F), 9-1 (Sat.)
 - The Summer Hours (April through October) are 8-5 (M-Sat.)
 - For a list of recyclable items, go to jacksonmo.org/215/Solid-Waste-Services
- Yard waste is also accepted at the yard waste pits by Recycling Center from residents wishing to dispose of debris.

ADDITIONAL INFORMATION (To be completed by office staff)

Solid waste pick-up day: M T W Th F N/A First bill will be the _____ 1st Bill.

Account Number: _____ Property Location: _____