



## INFORMATION SHEET FOR NEW RESIDENTS

For information anytime,  
visit [www.jacksonmo.org](http://www.jacksonmo.org) or e-mail [utilities@jacksonmo.org](mailto:utilities@jacksonmo.org).

### DEPOSITS AND UTILITY BILLS

1. Your deposit is **credited** to your utility accounts after 12 consecutive non-delinquent payments. If still on file with the City, your deposit is **refunded** when you move out of the City and your final bill has been paid. The City will notify customers when their deposits are available for refund. After one year of consecutive timely payments, eligible customers may participate in budget billing.
2. Utility bills are **mailed** on the last **business day** of **each month**. You may also receive your bill by e-mail (up to 5 days earlier than postal mail). Please remit stub with payment. For your convenience, we offer automatic withdrawal service on the 10<sup>th</sup> and 20<sup>th</sup>, your choice. We also accept ACH payments generated from your bank's web services.
3. Utility bills are considered **delinquent** if payment is not **RECEIVED by 5:00 p.m.** on the **20<sup>th</sup>** of the month. If the 20<sup>th</sup> 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 (with a **\$10.00 minimum**) will be **assessed** on delinquent accounts.
4. 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 before services are reconnected.

### REFUSE PICK-UP

1. Residential trash will be collected weekly with a bag limit of 3 disposable bags (maximum of 33 gallons) weighing no more than 40 lbs. Trash cans of any kind are prohibited at curbside.
2. Additional bags will require a trash sticker that can be purchased at City Hall for \$1.00 per sticker. Special pick ups are available for large loads by appointment with Public Works.
3. Yard waste will be collected the 1st and 3rd full weeks each month. The schedule can be viewed at <http://www.jacksonmo.org/calendar.aspx>. All yard waste must be kept separate from other refuse because it will be collected by a different vehicle. Yard waste must be in disposable containers, up to 33 gal. capacity and weigh no more than 40 lbs. (each bag/container). Limbs must be tied in bundles no longer than 5 ft. in length, no more than 18 in. in diameter, and weigh no more than 75 lbs. each bundle.

### RECYCLE CENTER

1. Recyclable materials can be dropped off, during business hours, at 508 Eastview Court. For a list of acceptable items, go to <http://www.jacksonmo.org/CityServices/recycle.aspx> or call the recycling center (573) 243-5691. Yard waste is also accepted from residents wishing to immediately dispose of debris.
2. Recycling Center is open Monday through 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.).