



City of Jackson

2025 Annual Rate Notice

City Utility Customer,

Included with your utility bill is the annual notice for the City's electric, water, sewer, and sanitation rates as well as information about City utility services and payment options. For all utility bill questions, please contact the City Collector's office at 573-243-4404 or send a message to utilities@jacksonmo.org.

The billing cycle/usage rates have been adopted and are effective with the February 1, 2025 utility bill.

Electric (EL)

Residential: \$0.0997 per kWh, \$16.95 Single-Phase Service Availability Charge, \$22.57 Three-Phase Service Availability Charge
Small General: \$0.1028 per kWh, \$19.77 Single-Phase Service Availability Charge, \$25.43 Three-Phase Service Availability Charge
Large General: \$0.0473 per kWh, \$197.72 Service Availability Charge, \$17.04 per KW Demand
Industrial: \$0.0473 per kWh, \$197.72 Service Availability Charge, \$12.76 per KVA Demand
Security Light: \$13.70 – \$60.16 (standard installations)

Water (WA)

In-Town / *Out of Town*
Service Availability Charge: \$20.94 / \$41.86
All usage (per 1000 gal): \$4.14 / \$6.71

Sewer (SE) (based on water usage)

Service Availability Charge: \$17.15
Flow charge (per 1000 gal): \$3.93

Sanitation (TR)

Flat Fee \$12.22
Trash Stickers \$1.00 each
(solid waste customers only)

Primacy Fee (PF)

Safe Drinking Water–DNR Fee	
<= 1"	\$0.44
>1" to 2"	\$1.75
>2" to 4"	\$8.50
Greater than 4"	\$16.50

Be sure to keep your account information up to date with the City Collector's office.

Reminder: Your bill is the ONLY notice you receive from the City regarding your utility charges. To avoid penalties, full payment must be RECEIVED by the City Collector no later than 5:00 p.m. on the 20th of the month. A bill becomes **delinquent** after 5:00 p.m. on the 20th of the month and a 10% penalty (minimum \$10) is applied to any unpaid balance. If the 20th falls on a weekend or a City holiday, the following business day is treated as the 20th of the month. All due amounts shown on account must be paid in full. All payment transactions that fail and are returned unpaid are subject to a \$30 returned transaction fee. A **delinquent account is subject to immediate disconnection. A \$100 fee is assessed once services have been scheduled for disconnection and must be paid in addition to outstanding delinquent charges and penalties prior to reconnection of service.**

City of Jackson 2025 Annual Rate Notice (continued)

Online Account Access and Payment

Customers can access their utility account information and pay their bill through the account portal at <https://ubi.gworks.com/jacksonmo>. To access the portal, you register your email address with a secure password. You use your utility account number and the EXACT property location wording to complete the setup process. **Payment through the portal is not required; you can use the portal just to monitor your account activity.** If paying through the portal, a convenience fee is assessed by the payment processor. To avoid penalties, a payment transaction must be **completed** on or before 5 PM on the 20th of the month.

Text/Email Notifications

Sign up to receive text and/or email notifications via the City of Jackson's website at <http://www.jacksonmo.org>. Choose the "Create a Website Account" link found at the top of the page. Once registered, you will be prompted to sign up for notifications. If you have already registered for an account on the website, sign in first, and then search for alerts. Please note the website sign in is separate from the log in for the utility account portal mentioned above.

Payment at City Hall

Payments are accepted at the Collector's office, located by the first floor lobby of City Hall, 101 Court Street, by walk-in, drive-through, and night drop. The night drop is located in the drive-through area, accessible from the parking lot entrance near the southeast corner of West Washington Street and North Missouri Street. To ensure posting accuracy, please return the bill stub with your payment. No card payments can be done through drive-through or over the phone. PLEASE do not make cash payments through the night drop after business hours.

Sanitation Department Special Pick-up Program

Each property location that qualifies for City of Jackson solid waste service is eligible for one free special pick-up per calendar year. Size and content limits exist for this program. Free special pickups are only completed on Monday, Tuesday, or Thursday, excluding weeks that include a City - observed holiday where city offices are closed for business. Special Pick-up Information is available at <http://www.jacksonmo.org> through the Special Pickup Request Form link. For additional information, please contact Public Works at 573-243-2300 or pickup@jacksonmo.org. For a map showing the regular schedule for solid waste service routes, please visit the map for Jackson at <https://www.jacksonmo.org/DocumentCenter/View/251/Residential-Solid-Waste-Routes-PDF>.

Net Metering for Solar Panels

A net metering and system interconnection policy exists for Jackson's electric customers. Information covering the necessary permits and system requirements is available in Public Works at 101 Court Street, 2nd Floor, by calling 573-243-2300 or online at <https://www.jacksonmo.org/DocumentCenter/View/219/Electric-Net-Metering-Agreement-Solar-Power-Generation-PDF?bidId=>.

For Utility Questions Not Related to Your Bill...

For City of Jackson Water, Sewer, Street, Electric, or Solid Waste service issues or outages, please call Public Works at 573-243-2300. This number is answered 24/7 so that you may report emergency conditions, unexpected service outages, and seek assistance after normal business hours. You may also report issues of a non-emergency nature online through the Contact Us link at the top of the city's home page.

Did You Know?

Boil Water Advisories and Orders are two different things. Advisories are precautionary measures by a utility when contamination could have occurred, testing is in progress, but no contamination has been identified. An Order is normally only issued by the Department of Natural Resources when testing has confirmed a health threat. The City may also issue an Order if they determine a particular situation warrants it. For more information, contact Public Works at 573-243-2300.