



## What is creek walking?

Have you ever wondered how the City of Independence monitors the water flowing through creeks and streams in the City's watersheds? To make sure water is not contaminated, crews from the Municipal Services Department head out on creek walks!

In the late months of spring and early summer, crews set out with their water quality testers and walk along the lengths of creeks to ensure water is at appropriate levels. They can walk up to miles a day alongside areas like Sugar and Rock Creek, tracking entry and exit outlets for stormwater obstructions.

Crews begin the walk at the start of the creek, or the source, by testing the water quality for a base level. They then walk alongside the bed occasionally testing levels until they reach the end, or the mouth.

Water quality readers test for pH and dissolved oxygen levels, as well as conductivity results.

- **pH** is an important factor for monitoring aquatic life. If the water in a creek or stream is too acidic or basic, it can disrupt aquatic organisms' biochemical reactions and harm or kill organisms. Spikes or dips in pH can also help the staff determine if creeks are victims of illegally dumped materials or wastewater contamination. By testing at multiple points along the walk, crews can narrow down the exact locations of potential contaminations.

- **Dissolved oxygen** levels are vital in alerting staff to the status of aquatic life. Oxygen is more easily dissolved in cold water, so colder water will have higher levels, while warmer water will have lower levels.

- **Conductance** is affected by amount of dissolved salts and other dissolved inorganic salts and other dissolved inorganic solids. Significant changes in conductance can indicate the presence of pollutants.

The walks also help staff locate illegal dumping sites -- many of which might have flown under the radar due to being deeply hidden in the woods.

# Independence Power & Light Department receives two national designations

The Independence Power & Light Department (IPL) has earned a diamond Reliable Public Power Provider (RP3) designation, the highest possible ranking, from the American Public Power Association (APPA).

The RP3 designation recognizes public power utilities that demonstrate proficiency in four key disciplines: reliability, safety, workforce development and system improvement. Independence was one of only two utilities in Missouri to win the diamond designation.

IPL was given the designation for its reliable and safe electric service over the last three years. With this newest designation, IPL has now held the RP3 diamond standard for nearly ten years.

In addition to the RP3 designation, IPL also received a Safety Excellence Award from the APPA for safe operating practices in 2022. It's the first time IPL has ever been recognized with the award.

IPL was also one of only two utilities companies in the Missouri large class to win the award.

**INDEPENDENCE UTILITIES** 17221 E. 23rd St. 5  
Independence, MO 64057  
Customer Service: (816) 325-7930  
independencemo.org/utilities

**JOHN DOE**  
1234 INDEPENDENCE LANE  
INDEPENDENCE MO

**Billing Period** 03/23/2023 to 4/24/2023  
**Service Address** 1234 INDEPENDENCE LANE

**Customer - Account Number** 00000000-0000000  
Balance Forward \$ 0.00  
Current Charges due by 05/25/2023 \$ 127.99  
**Total Amount Due** \$ 127.99  
Amount Due After 5/25/2023 \$ 134.34

**Summary of Current Charges**

|                              |                  |
|------------------------------|------------------|
| Previous Bill                |                  |
| Payments Received            |                  |
| <b>Balance Forward</b>       |                  |
| <b>CURRENT CHARGES</b>       |                  |
| Electric                     |                  |
| IPL Rate Reduction           |                  |
| Water                        |                  |
| Sewer                        |                  |
| <b>Total Current Charges</b> |                  |
| <b>TOTAL AMOUNT DUE</b>      | <b>\$ 127.99</b> |

See Back for Details

**Compare Your Usage**

| Days | Usage | Avg Daily |
|------|-------|-----------|
| 30   | 405   | 13.5      |
| 28   | 633   | 22.6      |
| 30   | 3     | 0.1       |
| 28   | 3     | 0.1       |

**Important Messages**

WORKOUT FOR METER READERS -  
READ METERS EVERY MONTH BY  
ENTERING YOUR YARD. THEY SHOULD BE  
IDENTIFIABLE BY THEIR CLOTHING.

"DROP-OFF DEPOT" IS HELD THE 2ND SATURDAY,  
APRIL - OCTOBER. FOR MORE INFORMATION  
VISIT: [HTTP://WWW.INDEP.US/DROPOFFDEPOT](http://www.indep.us/dropoffdepot)

**Customer and Account number located here**

*Customer number is first, account is second*

"ON-PEAK" ELECTRIC RATES START IN MAY FOR THE NEXT 5 MONTHS. SEE WEBSITE FOR RATE DETAILS  
[HTTPS://WWW.CI.INDEPENDENCE.MO.US/PL/RATES](https://www.ci.independence.mo.us/pl/rates)



**INDEPENDENCE**  
★ UTILITIES ★

**Sign up for new utility payment**

# website

This week, staff transitioned all City of Independence bill payments to our new website, Invoice Cloud. **As a result of the transition, all utility customers are asked to register on Invoice Cloud and re-enter their saved payment information.** You can register your account [here](#).

To register your account, you will need your customer number, which you can find on your billing statement right above your balance (see graphic for example), the name of the account holder and an email address. Some frequently asked questions:

**Q:** Where can I find my customer number?

**A:** You can find your customer number on your paper and electronic billing statement or any payment confirmation email or receipt. The number will appear in this format "12345678-1234567". Your customer number is the first eight numbers of the 15-digit sequence. They are the eight numbers before the dash. Your account number is the following seven numbers after the dash.

**Q:** I'm paperless. How do I get my customer number?

**A:** If you are a paperless customer, you should still receive e-mail confirmations monthly. Those will contain your customer number. If you have deleted those emails, please contact our Customer Service Department via email ([UCS@indepmo.org](mailto:UCS@indepmo.org)) with the last four digits of your SSN, service address and the name on your billing statement.

**Q:** I pay directly through my bank and cannot find my customer number. Now what?

**A:** Please contact our Customer Service Department via email ([UCS@indepmo.org](mailto:UCS@indepmo.org)) with the last four digits of your SSN, service address and the name on your billing statement.

**Q:** I'm having issues with signing up for AutoPay, why?

**A:** AutoPay has been temporarily disabled as we work to fix some of its features. We would recommend to customers who want that feature sign up for recurring payments. If you have existing checking account withdrawal set up, that will not be affected.

Please note, if you pay your bill in person, by mail, or by auto-bank draft, you will be unaffected by this change. Our Customer Service Department will remain open as usual.

The new website will offer lower convenience fees, a more user-friendly online portal and every customer can view and pay their bill online. It will also provide customers the ability to make secure payments via text, Apple Pay, Google Pay, PayPal and Venmo, in addition to the previously offered debit and credit card options.

Your paper bill will also remain the same whether you register online or not, however, you will begin seeing a QR code. When scanned, the QR code will take you directly to the billing website. If you do not know how to use a QR code, a link will be on our website.

## Utility scam alert warning

It has come to our attention that customers in the Independence area are receiving phone calls from someone impersonating the Utility Customer Service Department.

As part of the scam, the scammer's caller I.D. states they are from the City of Independence. The scammer then offers customers a discount on their next bill if they pay now -- in advance. The call sounds like a recording.

The City of Independence Utilities Customer Service Department will place phone calls to past-due account but **will not** call to offer you a discount for advance payment. Further, the City of Independence will never demand a specific type of payment over the phone, such as a gift card.

If you receive a call regarding any bill you pay, please be cautious. Spoofing scams are becoming more common in the age of AI (Artificial Intelligence) and may come from numbers that you are familiar with. If you have questions about your utilities account, please call 816-325-7930.

If you believe you have fallen victim to this scam, please report it to the FTC at [reportfraud.ftc.gov](https://reportfraud.ftc.gov). You can also file a report with the Independence Police Department by calling 816-325-7300.

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## Employee spotlight

This month, we want to spotlight a recent award winner from our Power & Light Department.

**Mary Kay Alitz**, a Support Services Manager with Independence Power & Light, was recognized and presented with an award from the Missouri Public Utility Alliance for her years of service on their numerous boards.

We also want to acknowledge another IPL win this month. In addition to the awards listed above, IPL also received a recognition from Tree Line USA. The recognition is given to utilities companies that replant trees when removal is required because of power lines.

Congratulations, Mary Kay and all of our IPL staff!

Do you have a member of our team you want to recognize? Reply to this email with your story and they might be featured next month!

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Want more information on community events, council meetings, programs, and local stories? Sign-up for the Independence CityScene Newsletter,



Press releases, updates, and more to get the latest info in your inbox.

Sign up here

Utilities bill question? Email Customer Service.

[Manage](#) your preferences | [Opt Out](#) using TrueRemove™  
Got this as a forward? [Sign up](#) to receive our future emails.  
View this email [online](#).

111 E. Maple Ave | Independence, MO 64050 US

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