



INDEPENDENCE

★ UTILITIES ★



Utility Bill Payment Options

This is a friendly reminder that the City of Independence's Utilities Departments offers a variety of methods to pay your monthly combined utility bill.

Automated Bank Draft Authorization

By enrolling in the Automated Payment Service, your regularly scheduled utility bill will be automatically paid from your checking account. To sign up visit: indep.us/automatedbankdraftauthorization

Pay by Mail

You can pay your utility bill via a personal check or money order to the following address:

- P.O. Box 219362
9362

Kansas City, MO 64121-

In-Person Payment

Bills can be paid in person at the following locations.

Office Hours: 8AM-5PM, Mon- Fri

Drive-Up: 7:30AM-5:00PM, Mon-Fri

- City Hall: 111 E Maple Ave
- Utilities Customer Service: 17221 E 23rd St S

Please note, that the City Credit Union is no longer an option for in-person payment.

Interactive Telephone Service

Independence Utilities offers interactive telephone service that allows our customers to pay their bill with a credit or debit card.

- Call (816) 325-SERV(7378), punch in your access code shown on your bill along with your personal identification number.

Utilities Online Service

Bill payment, account balance, usage history, and payment history can be accessed on the Utilities Online Service.

- To pay your bill online, visit <https://www.ci.independence.mo.us/Utilities/CISInfinity>.

Customer Service

You can also pay your bill with a check by calling a Customer Service Representative

Customer Service: (816) 325-7930



Hot Weather Rule

Summer is in full swing here in Independence and with that comes extreme temperatures at times. We want to remind you about the Weather Rules (Cold and Hot Weather) for the City of Independence, which is part of City of Independence Ordinance #18374 (10/20/14). These rules are designated to protect customers under certain conditions from being disconnected in the winter and summer months.

Please note there are exceptions to the Weather Rules when there are delinquent disconnections, returned checks or broken arrangements. If these occur, utility service disconnections may occur.

Hot Weather Rule:

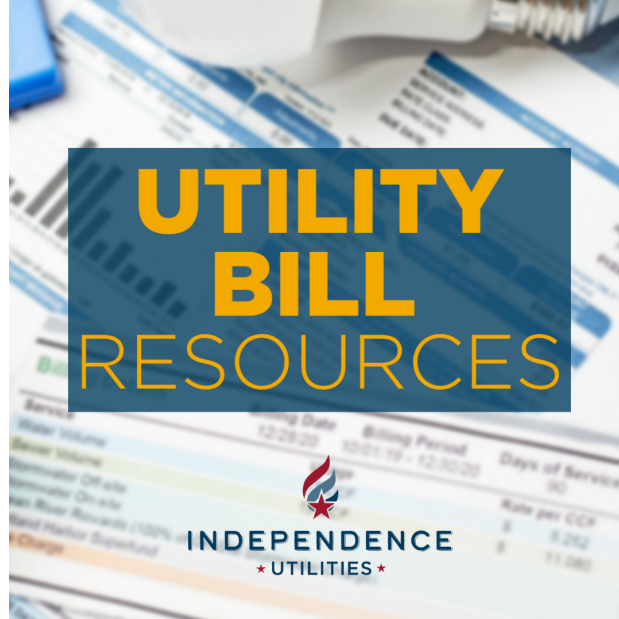
The City will adhere to the following conditions regarding Discontinuance of Utility Service for residential Customers during hot-weather periods:

- Discontinuance of electric Utility Service to all residential Customers, including all residential tenants of apartment buildings, for nonpayment of bills is prohibited:
 - On any day when the National Weather Service local forecast between 6:00 A.M. and 9:00 A.M, the high for the following 24 hours to rise above ninety-five (95) degrees Fahrenheit or that the heat index will be greater than one hundred five (105) degrees Fahrenheit.
 - On any day when utility personnel will not be available to reconnect Utility Service during the immediately succeeding day(s) (period of unavailability) and the National Weather Service local forecast between 6:00 A.M. and 9:00 A.M. the high for the following 24 hours to rise above ninety-five (95) degrees Fahrenheit or that the heat index will be greater than one hundred five (105) degrees Fahrenheit.



Please avoid blowing or sweeping grass clippings into the streets. Help us keep our roads safe. When mowing, grass clippings should not be swept out or blown into the street. They can clog storm sewers, and possibly cause flooding, or adversely affect the water quality in nearby creeks or streams. They can also be slipping hazards for bicyclists and motorcyclists. Alternatively, grass clippings should be mulched and left on your lawn to help fertilize it, or bagged and disposed of properly.

Chapter 7, Article 8, of the City of Independence City Code, is where you can find the regulations on polluting any waters of the State, which includes our streams and creeks. This information is available on the City’s website, indep.us, or you can contact Municipal Services at (816) 325-7711.



Utility Bill Resources

Customers may be eligible for assistance programs. The Independence Rate Assistance Program (IRAP) is available to citizens through a collaboration with the Community Services League. To qualify for this program citizens must:

- Be at least 60 years old or disabled,
- Live within the city limits of Independence
- Be the head of your household and have electric service with the City of Independence or Kansas City Power and Light
- Have a maximum income of all household members no greater than 150% of the poverty level as announced by the Health and Human Services Department
- Have resources not exceeding \$3,000, excluding your residence and vehicle
- Not own rental property.

Learn more at about IRAP, weatherization and late fee waivers at indep.us/paymentassistance.

If customers have questions about their account or would like to discuss a repayment plan, they can call (816)325-7930, email utilitycustomerservice@indepmo.org, or visit our Customer Service representatives in person at 17221 E. 23rd Street S. during business hours.



The City's Sustainability Commission is looking for opportunities to partner with local community and neighborhood groups to increase community building and beautification of the City. Activities could include litter cleanup, neighborhood outreach

and education, and other beautification projects.

If you or your community group would like to work with the Sustainability Commission regarding a beautification project please contact:

- Josh Eis, Environmental Compliance Manager at Jeis@indepmo.org or at (816) 325-7054



Severe Weather Notifications

Sign up to receive text, email, and phone alerts from the City's Emergency Preparedness Division at indep.us/weatheralerts

Drop-off Depot

875 Vista Avenue 8AM-3PM 2nd Saturday April - October



**Get the latest
community news**

Sign up for the
CityScene Newsletter
at indep.us/cityscene


INDEPENDENCE
MISSOURI
A GREAT AMERICAN STORY

Want more information on community events, programs, and local stories? Sign-up for the Independence CityScene Newsletter and you can get the latest in your inbox at the beginning of each month.

[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.
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