



INDEPENDENCE
★ UTILITIES ★

City of Independence Utilities Newsletter

April 2023: Changes coming to bill
payment website

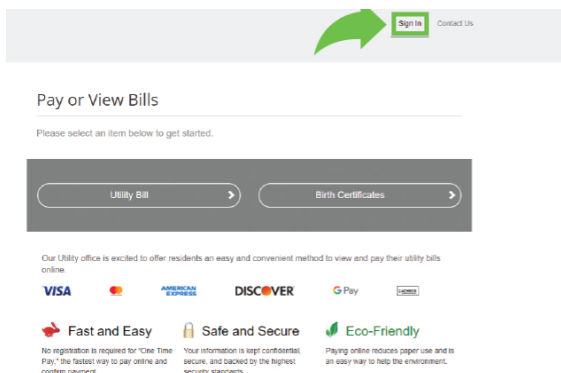
Changes coming to your utility payment website

On May 23, the City of Independence will transition to a new utility bill payment website, Invoice Cloud. After that date, you will no longer be able to access or pay your bills through Paymentus.

Invoice Cloud will offer lower convenience fees, a more user-friendly online portal and the ability for every customer to view and pay their bill online. It will also offer the ability to make secure payments with text or over the phone, with Apple Pay, Google Pay, PayPal and Venmo, in addition to the previously offered debit and credit card options.

As a result of the transition, customers will be asked to register on Invoice Cloud and re-enter their saved payment information. Customers will be able to register for their accounts beginning May 23. Any payments made before then will not be affected by the change.

How to register your account:



1. From the Payment Portal, which will continue to be located on the city's website, select 'Sign In'

2. Select the 'Register Now' button.

Sign In

Email Address *

Invoice Cloud Password *

[Sign in](#)

[Forgot your password?](#)

Register

If you are a first time user, you will need to create an account to be able to use extended features such as:

- Review Invoice History
- Review Payment History
- Schedule Automatic Payments
- Pay With Pre-authorized Saved Payment Information

[Register Now](#)

You may email your questions at amartinez@invoicecloud.com

[Return to previous page](#)

Register

Please fill out this form to complete your registration. All required fields are marked with a *.
[Click here for information on linking accounts together](#)

Statement Number *

Account Number

Email Address *

Email Address

Confirm Email Address *

Confirm Email Address

Create Password *

Create Password

Confirm Password *

Confirm Password

I would like to sign up for Paperless

I understand that at any time, I can print out my bill and/or decide to receive paper bills by editing my online profile. Please select the invoice types on the right you wish to go Paperless for.

Utility Services

In order to complete your enrollment, you must verify receipt of the Paperless Registration information email which will be sent to your email address on record for each invoice type selected.

Birth Certificates

Registrant hereby acknowledges that he or she is the valid, authorized signatory for this account, with full responsibility for decisions related to this account, and that the Registrant agrees to the following Terms and Conditions. [Click to view Terms and Conditions](#)

[Complete Registration](#)

3. On the Register page, complete the required fields which include account number, email address and password. Then select 'Complete Registration.'

4. After registration is completed, you will be redirected to the Your Account at a Glance homepage where you can take full advantage of features such as AutoPay, Pay by Text, Paperless and Schedule Payments. To make a payment, click the 'Pay my Invoices' button.

Your Account at a glance

I want to...

[Pay my invoices](#)

[Manage my accounts](#)

Services

- [AutoPay](#) [EDIT](#)
- [Paperless](#) [✓](#)
- [Pay By Text](#) [EDIT](#)

Recent Open Invoices

Invoice Date	Due On	Balance Due
8/9/2021	9/2/2021	\$26.73

Recent Closed Invoices

Invoice Date	Account #
7/11/2021	UTIL-1100
8/12/2021	UTIL-1108
8/25/2021	UTIL-1108

Recent Payments

Payment Date	Account #	Amount
8/29/2021	UTIL-1100	\$61.31
8/17/2021	UTIL-1100	\$100.43
8/18/2021	UTIL-1100	\$79.88

Upcoming Scheduled Payments

No history available

While the City of Independence encourages everyone to register their accounts online, if you pay your bill via mail or by auto bank drafting, you will be unaffected by this transition. Customers' paper bills will remain the same whether they register online or not, however, they will begin seeing a QR code. When scanned, this QR code will take customers directly to the billing website -- saving them time.

We are excited about the customer service improvements this change will provide for customers. There will also be additional information about this transition in your May utility bill.

The Independence City Council approved these payment system changes in January of 2023. These changes do not have anything to do with ongoing Council discussions regarding the future of Independence Power and Light.

On-peak electric rates start in May

While we might be enjoying the spring weather now, the summer heat is just around the corner. In every electrical utility, there are on- and off-peak electric rate seasons. These are commonly applied by electricity providers throughout the country and also here in Independence. As a friendly reminder, on-peak electric rate season begins in May and runs until September.

Due to the climate in Missouri, on-peak electric rates occur during the warmer months when electrical demands are highest for the year and purchase power costs are higher. You may notice messaging on your monthly utility bill reminding you about the on- and off-peak electric rate seasons. It's important to note the electric rates our customers pay have not increased since the last rate change in 2012. For more information, visit indep.us/rateandservicepolicies.



As we enter on-peak electric rate season, here are some clever tips to save money on your utilities as the weather begins to consistently warm up.

- Keep shades down and curtains closed during the day -- especially in the afternoon when outdoor temperatures are the highest.
- Run your appliances at night to save energy costs.
- Change the filter on your furnace and keep vents clean.

Independence water named best in Missouri, 4th in the United States

The City of Independence's water has been named the best in Missouri and among the best in the world! Independence took home a fourth-place win in the United States ranking, and seventh in the world, at the 33rd annual Berkeley Springs International Waste Tasting contest held in Berkeley Springs, West Virginia.

The competition is known as the largest-running water tasting competition in the world. Judges rate water on appearance, aroma and taste. More than a dozen countries and states enter the competition each year.

Independence was also named the best tasting water in the Missouri by the American Water Works Association at their annual conference last month. As a result of the win, the city is now eligible for the 'Best of the Best' taste competition at the American Water Works Association conference that will take place in June. Entries from the competition will come from across the United States and Canada.

Hot weather rule reminder

We want to remind you about the Weather Rules (cold and hot weather) for the City of Independence, which is part of the 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 these 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 6AM and 9AM indicates 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.
 - One 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 6AM and 9AM indicates 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.

Drop-off Depot
875 Vista Ave.
Saturday, May 13
8AM-3PM

INDEPENDENCE MISSOURI
9AM-1PM
Saturday, May 6
Parking lot bordered
by Walnut, Liberty,
Kansas & Osage St.
**Household Hazardous
Waste Collection**

Employee spotlight

This month, we want to spotlight two recent award winners from our Water and Wastewater Departments.

Bob Parks, a Production Engineer at our Courtney Bend Water Treatment Plant, was recently named Chair of the Missouri section of the American Water Works Association! As a result of the appointment, he will lead the organization this coming year.

Justin Henny, Superintendent of the Rock Creek Wastewater Treatment Plant, was named the Missouri Water Environment Association's Plant Operator of the Year! He was chosen for this award due to his "consistent leadership over numerous years and problem solving ability."

Congratulations, Bob and Justin!

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!



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.

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