



INDEPENDENCE

★ UTILITIES ★

ROUTINE MAINTENANCE



Routine Utility Website Maintenance Scheduled

We wanted to notify you that the City will be conducting routine maintenance on our website from **February 4 at 5:30 PM** to **February 7 at 8 AM**.

During this period, online bill viewing and payment will be unavailable. This is a routine system-wide maintenance to improve customer service.

Typically, routine maintenance is relatively short and is done outside of peak usage times to limit the impact on our citizens. We will let you know, where possible, of any upcoming outages that could impact your bill payment for longer periods of time. Thank you for your patience and understanding.

Energy Saving Tips

Energy saving tips

As the winter months progress, it is a great opportunity to implement energy and cost-saving tips to stay warm, help reduce your utility bill, and help out the environment. Here are a few ways to save energy while at home:

- Be mindful of turning off lights when you leave a room.
- Replace incandescent light bulbs with LED light bulbs since they use less energy and last longer.
- You can save considerable costs if you ensure your house is sealed and insulated well, reducing air leaks. Consider caulking around windows and doors that are notorious for leaking air.
- Lower your thermostat, especially when you are away from your home or sleeping. A few degrees can make a big impact on your energy usage.
- Keep equipment that generates heat away from thermostats.
- Searching for new appliances? Keep an eye out for the Energy Star label on new appliances, which is approved by the Department of Energy as energy efficient.
- Look for the EnergyGuide label on new appliances to evaluate the estimated energy consumption and yearly operating costs based on the national average cost of electricity.
- When washing full loads of laundry, try to use cold water when possible.
- Schedule regular maintenance for your heating and cooling system, ensuring it works efficiently and to prevent future problems

Want more information about environmental impact on your energy use? Check out the U.S. Environmental Protection Agency's Energy and the Environment website at the link below.

[Find more tips here](#)



Go paperless

Have you been receiving your City of Independence Utilities bill via the mail? We highly recommend signing up for paperless bills. It is easy to set up and helps ensure your bill is received and paid on-time. There is no cost to receive a paperless bill

and it will help reduce mail delays or lost checks. By signing up for paperless billing, you can review your bill, manage your account, and pay through your bank or a credit card.

In addition to paperless billing, there is also the option to enroll in automatic payment, also known as Automatic Bank Drafting. This provides the opportunity for your regularly scheduled utility bill to be paid automatically from your checking account on the payment due date. If you are interested in signing up for automatic payment, return the [Automated Bank Draft Authorization Form](#) to the City of Independence Utilities Customer Service Office at 17221 E. 23rd Street S., Independence, MO 64057. Please also include a voided check or photocopy of a check from your bank or other financial institution to ensure account verification.

Don't delay, go paperless today! To sign up visit indep.us/gopaperless

Need to reach utility customer service? Give them a call at (816) 325-7930.

[Get started here](#)



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](#)

[Email Utilities Customer Service for questions related to your bill](#)

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