



Grain Valley Public Works
12711 Main St
Grain Valley, MO 64029
816-847-6200

Utility Billing Information

Payment Options

There are several options available. Your choices are: check, cash, credit/debit card, money order, automatic bill-pay, or on-line through the City web-site. To sign up for automatic bill-pay, submit a completed automatic water bill payment authorization form along with a voided check to the utility billing office. To pay your bill on-line; register through the link on the City's website, cityofgrainvalley.org.

Establish Water Service

If you are moving within the city limits of Grain Valley and need to establish new water service below is some important information for new residents.

Deposits for Water/ Sewer Services are as follows:

- \$50.00 for homeowners
- \$100.00 for renters
- \$100.00 for commercial accounts

We require 24 hours notice to establish, transfer, disconnect service. **No Exceptions.** Grain Valley Water Department is open 8am-5pm Monday through Friday.

To establish service follow the steps below:

Option #1:

1. Contact Utility Billing at 816-847-6200 to verify your address is within the City Limits
2. Print and complete the Service Agreement
3. Make a legible copy of your valid driver's license or other form of picture ID
4. Provide deposit in full
5. Mail or fax the above information to:

**GRAIN VALLEY UTILITY BILLING
711 MAIN STREET
GRAIN VALLEY, MO 64029
FAX: 816-847-6209**

Note: The Service Agreement, form of ID and deposit must be received in our office before water service will be established. **No Exceptions.**

Option #2

1. Come into City Hall located at 711 Main Street and complete a Service Agreement
2. Provide a valid driver's license or other form of picture ID (we will make a copy)
3. Provide deposit in full

Transfer Water Service

If you are transferring an existing water account to a new address you have the following options:

- Print and Complete the Service Agreement
- Come into City Hall located at City Hall, 711 Main Street
- Pay any balance due on the account you are transferring from

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Name Change

If a name change or addition is needed you have the following options:

- Complete the Change of Information Form
- Contact Utility Billing at 816-847-6200

Discontinue Water Service

To discontinue your water service you will need to select one of the following options:

- Complete the Discontinue Service Form online
- Contact the Water Department at 816-847-6200, or
- Come into Utility Billing located at City Hall, 711 Main Street

And provide the following information:

- Date service should be disconnected
- Forwarding address
- If renting, landlords name

Any water deposit on your account will be applied to any outstanding balance at the time your final bill is generated. Should the deposit be greater than what is owed on your account a check will be mailed to you for the remaining balance. All Renter water deposits are kept until service is discontinued.

Billing Information

If your property location is *south of 40 Highway*, it is considered Cycle 1

- Cycle 1 accounts will receive their water bill around the 15th of each month and it is due on the last day of each month.
- A 10% penalty or late fee is applied to your account if payment is not received by the due date
- A senior citizen discount is available to those who are 65 and older. Please come into City Hall with appropriate form of ID and complete the Senior Citizen Discount Form

If your property location is *north of 40 Highway*, it is considered Cycle 2

- Cycle 2 accounts will receive their water bill around the 30th of each month and it is due on the 15th of the following month.
- A 10% penalty or late fee is applied to your account if payment is not received by the due date
- A senior citizen discount is available to those who are 65 and older. Please come into City Hall with appropriate form of ID and complete the Senior Citizen Discount Form

Delinquent Accounts

If an account is delinquent for 2 months, service will be disconnected. At that time, you will be required to pay the balance in full and an administration/reconnection fee

No exceptions.