



Utilities Office  
117 S. Main Street  
Fayette, MO 65248  
Ph: 660-248-2214 opt. 2

Email: [dbush@cityoffayettetemo.com](mailto:dbush@cityoffayettetemo.com) (DaShayla) or [utilities2@cityoffayettetemo.com](mailto:utilities2@cityoffayettetemo.com) (Cheyenne)

### **Important Information Regarding Your Trash Service and Utilities**

**Trash Services:** The City of Fayette has a contract with RTS Waste Services, LLC, for sanitation services. City wide pickup day is Monday, unless a holiday occurs, then it is the following day. One bulk item per month may be set out for pick-up with regular trash. One trash cart is provided per address, one (1) additional cart can be requested. If three (3) or more carts are needed, the charge is \$48/year for each additional can. **Trash must be placed in trash bags, on the curb by 6am!** RTS also offers 1 yard, 2-yard, 4 yard and 6-yard dumpster containers and roll off containers. See below contact information to request containers or if any additional information is needed.

RTS Waste Services, LLC – 660-784-2474

**Yard Waste:** City crews will provide yard waste pickup on the last Friday of each month beginning at 8am. All limbs must be bundled and no longer than 4 feet in length and 5 inches in diameter. All leaves and grass need to be placed in a trash can that will be dumped into our carrier. The trash can will then be left on the curb. We will not be pick up if placed in bags as those cannot go to the dump. In order to get picked up you must call the Utilities Office prior to that Friday and be placed on the list of yard waste pick up; Any calls after 4:30pm the last Thursday of the month will not be added to the list.

**Office Hours:** City Hall and the Fayette Utility office hours are open from 8:00 a.m. to 4:30 p.m. Monday through Friday. After Hours Emergency Number for Utility Emergencies – 660-248-2214 opt. 2 and follow the prompts after the line rings.

**Deposits and Billing Information:** The City of Fayette mails all billing statement on or around the 26th of the month, and mails final disconnect notices on the 16th day of the month or the Monday following the 16th, if the 16th falls on a weekend. According to the Code of Ordinance of the City of Fayette, the following sections address deposits and billing: Section 700.110. Deposit. All customers of either water or electric services or both shall, prior to receiving said services place a deposit with the City of Fayette. Section 700.020. Billings, when payments due. a) The statement shall be maintained at the City offices or mailed on the last day of each month to each customer. It will be the responsibility of the customer to make arrangements for paying for services rendered. b) All accounts are due and payable by the fifteenth (15<sup>th</sup>) of the month, unless the 15<sup>th</sup> falls on a weekend or holiday, then penalties will be applied on the following City business day. On the 16<sup>th</sup> of each month, any account still remaining unpaid is considered delinquent and a penalty of 10% will be added.

Section 700.030. Cut-off date — Reconnection fee. a) If all utility charges are not paid by the 21<sup>st</sup> day after a statement of charges is presented to the customer, and if the 21<sup>st</sup> is not a Friday or a holiday, all or a portion of utilities will be cut off. If the 21<sup>st</sup> day is on a Friday or a holiday, then utilities will be cut off on the following City business day. b) The customer may be reconnected as soon as all charges are paid plus a reconnection charge of \$35.00.

#### **Move-Outs:**

Customers moving out, whether that be moving to a new location in town or moving out of town, need to contact the utilities office and fill out a disconnect form to turn services off out of their name. Failure to do this will cause excess charges. The security deposit will be applied to the final bill and any remainder will be mailed to the customer in check form, within the next billing cycle. Refund checks will be sent within 2 weeks of the next billing cycle.

#### **Important Phone Numbers**

Non-Emergency – 660-248-3605

Phone & Internet - AT&T Telephone 800-464-7982 \*\*

Socket Internet 573-817-0000 \*\* Air Link 660-722-4566

Gas Company - Spire 800-582-1234

**City of Fayette, MO**





## Make online payments for Fayette Utilities on gWorks FrontDesk!

On FrontDesk customers can:

- Setup automatic payments with debit/credit cards or bank account information *\*processing fees will apply\**
  - Save prior payment methods
- Sign up to have your bills emailed instead of mailed, or both!
  - Request New Services
  - Request Move Out/Disconnects
- Citizen Requests (Streetlight Out, Tree Down, etc.)
  - Setup Text/Email Notifications
  - Access previous years usage

Sign up at <https://cityoffayettemo.frontdeskworks.com/> today!