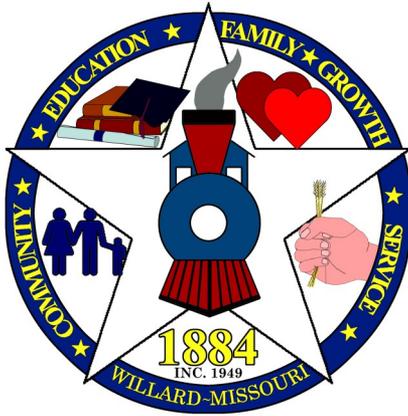


City of Willard

New Resident Packet



Please refer to this Account Number when calling the
Utilities Office:

Your Account Number is _____

City of Willard, MO

Main# 417-742-3033

Fax # 417-742-3080

224 W Jackson St

Willard, MO 65781

Updated 07/29/19

TABLE OF CONTENTS

WELCOME.....	<u>Page 3</u>
IMPORTANT PHONE NUMBERS.....	<u>Page 4</u>
DATES CLOSED.....	<u>Page 4</u>
MEETING DATES AND TIMES.....	<u>Page 5</u>
BUSINESS LICENSE AND BUILDING PERMITS.....	<u>Page 5</u>
WILLARD PUBLIC SCHOOLS.....	<u>Page 6</u>
VETERANS MEMORIAL.....	<u>Page 7</u>
CODES AND CONSTRUCTION.....	<u>Page 8</u>
PLUMBING CARE.....	<u>Page 9</u>
SETTING UP YOUR ON-LINE ACCOUNT	<u>Page 10</u>
HELPFUL PHONE NUMBERS AND OTHER INFORMATION	<u>Page 11</u>
UTILITIES INFORMATION.....	<u>Page 12</u>
WATER/SEWER CHARGES	<u>Page 13</u>
CUT OFF FOR NON-PAYMENT	<u>Page 13</u>
PAYMENT ARRANGEMENTS	<u>Page 13</u>
WATER/SEWER RATES	<u>Page 14-15</u>
MISSOURI ONE CALL.....	<u>Page 16</u>
POLICE/FIRE	<u>Page 17</u>
WILLARD SENIORS LUNCH.....	<u>Page 20</u>

WELCOME TO WILLARD

We are proud to welcome you to our great community (population: 5,426 per 2017 census).

Here you will find excellent schools, a great parks system, and a clean family friendly environment. We work hard to make Willard a great place to live and take pride in our community. We look forward to serving you and hope that the information in this packet will help make your move to Willard an easy one.

The following pages contain detailed information on city utilities, policies, school district contacts, our parks system, as well as other helpful phone numbers.

The city staff and elected officials in Willard are here to serve our citizens and we are happy to answer any questions or help you in any way possible.

Please call City Hall at 417-742-3033 or visit us on-line at: www.cityofwillard.org for more information.



Mayor Corey Hendrickson & Board of Aldermen

Ward 1 Aldermen: Donna Stewart, Clark McEntire

Ward 2 Aldermen: Sam Baird, Samuel Snider

Ward 3 Aldermen: Jon Jones, Larry Whitman

A map of Willard indicating the boundaries of each Ward is available at City Hall and on our website: www.cityofwillard.org

IMPORTANT CITY PHONE NUMBERS

City Hall

417-742-3033

City Administrator– Brad Gray

ext 5304

Finance Officer- Carolyn Halverson

ext 5301

City Clerk– Jennifer Rowe

ext 5302

Planning/Development- Randy Brown

ext 5308

Municipal Court Clerk– Jessica Truitt

ext 5306

Willard Police Department

(Non-Emergency)

ext 5340

Chief of Police- Tom McClain

ext 5431

Emergency Management– Jennifer Rowe

ext 5302

Lieutenant- Shannon Shipley

ext 5335

Corporal—Steve Purdy

ext 5336

Corporal—Joe Duran

ext 5342

Willard Parks & Recreation

ext 5380

Jason Knight, Director

ext 5384

Willard Aquatics Center (Pool)

417- 761-POOL (7665)

After Hours Utility Water Emergency

417-425-5710

Willard Chamber of Commerce

417-742-2442

CITY HALL WILL CLOSE IN OBSERVANCE OF THE FOLLOWING DATES

New Year's Day

Veterans Day

Martin Luther King

Thanksgiving Day

Presidents Day

Friday After Thanksgiving

Memorial Day

Christmas Eve (*Close at Noon*)

Independence Day

Christmas Day

Labor Day

New Years Eve (*Close at Noon*)

Columbus Day

MEETING DATES AND TIMES

The regular meeting dates & times for the City of Willard are listed below. All meetings are held in the Council Chambers at Willard City Hall, 224 W. Jackson. Dates are subject to change, so please call 742-5302 to verify dates & times.

Board of Aldermen	2 nd and 4 th Monday of the month, 7:00pm
Planning & Zoning	4 th Tuesday of the month, 7:00pm
Park & Recreation Board	Last Thursday of the month, 7:00pm
Tree Board (Quarterly)	To Be Announced
Economic Dev. Task Force	3 rd Monday of the month at 7:00pm
Board of Adjustments	As needed basis

Citizens are welcome to attend any of the above public meetings. If you wish to speak at any meeting, please contact the City Clerk at 417-742-5302 so your name can be put on a list. There is a 5 minute maximum time limit per citizen.

If you cannot attend, minutes of council meetings are available online at www.cityofwillard.org. Copies of all meeting minutes can be obtained at City Hall.

(City Codes and Ordinances can be found at www.cityofwillard.org)



BUSINESS LICENSE AND BUILDING PERMITS

Business Licenses: Applications are available at City Hall or on-line at www.cityofwillard.org. They must be renewed annually. Call the City Clerk at 742-3033 ext 5302 for more info.

Building Permits: Can be printed from our website or obtained at City Hall. Call Randy Brown at 742-3033 ext 5308 for more information before you begin your project.

Voter Registration: Obtain a voter registration card from City Hall or the library. Call the City Clerk at 742-3033 ext 5302 for more info.

WILLARD SCHOOLS

Superintendent's Office	417-742-2584
<u>http://www.willardschools.net/</u>	
High School	417-742-3524
Athletics	417-831-4440
Football Stadium	417-742-4578
Baseball Stadium	417-742-2764
Agriculture Center	417-742-0850
Band Room	417-742-5252
Technology	417-742-4242
Success Building	417-742-2597
Middle School	417-742-2588
Intermediate School	417-742-4242
North Elementary	417-742-2597
East Elementary	417-742-4639
Central Elementary	417-831-4440
South Elementary	417-862-6308
Orchard Hills Elem	417-869-0600
Special Services	417-742-0930
Federal Programs	417-742-3524
Transportation	417-742-2588
Tiger Cubs Preschool	417-742-4639

Public Colleges/Universities (Springfield, MO):

There are numerous local schools of higher education

Missouri State University

Drury University

Ozarks Technical Community College

Evangel University

Baptist Bible College



VETERANS MEMORIAL



The City of Willard is proud to honor all Veterans of the U.S. Military Service (including Army, Air Force, Coast Guard, Marines, Navy, National Guard and Reserves) with a Veterans Memorial located at 222 W. Jackson (on the west side of Jackson Street Park). It was dedicated on 11/11/11.

You can purchase a brick paver engraved with the name/rank / date of service of the serviceperson you wish to honor for only \$60.00 to be placed in the walkway leading up to the memorial.

Bricks may be purchased at Willard City Hall
224 W. Jackson
or call 417-742-3033 for more information.

Special thanks to the
AMVETS Post 188 Willard/Springfield
for their support for this project.

CODE ENFORCEMENT

The Planning and Development Department is responsible for protecting the health, safety and welfare of the residents through enforcement of health, environmental, uniform building and construction codes.

Basic Codes for Residential Areas

- Your lawn should not exceed 12 inches in height.
- Keep your sidewalks abutting your property free of snow, ice and mud.
- Accumulations of trash, brush, debris is considered a nuisance violation and subject to fines.
- You are allowed three dogs, three cats, six chickens-no roosters inside city limits.
- Burning in residential districts is limited to recreational fires and you will need to obtain a permit from the Willard Fire Department.
- Trash carts cannot be put out to the curb until 7 P.M. the night before trash pick up and must be removed from the curb by midnight the night of pickup.

Construction

Any removal, alteration or enlargement on your property first requires a City Building Permit. New deck construction requires City Permit if it is higher than 30 inches. Construction of fences requires a permit. Fences are allowed to the property line if approved by the City. Accessory structures require a building permit if larger than 120 square feet. Working without a permit can result in double permit fees. Contact your local Planning and Development Department for more information at 417-742-3033 ext 5308.



CARING FOR THE PLUMBING

To help keep costs down for you and our city please be aware that the following items should never be flushed or put down a drain:

Wipes: Baby wipes and adult toilet wipes are very misleading, they claim they are flushable but do not break down like toilet paper. The synthetic and organic wipes are the culprits to many clogged sewer pumps in municipalities across the world.

Paper towels: Just like wipes, these common household items are designed to not breakdown when wet.

Disposable diapers: They're not pleasant to handle or easy to dispose, but they're far too solid to degrade in a sewer system.

Cotton balls and swabs: These items gather in bends in pipe and frequently cause blockages.

Cigarette butts: They're not designed to degrade. Spend time at any beach and you'll find that cigarette butts are a litter item that simply doesn't go away.

Dental floss: If any of the items listed here are clogging your system, this pesky string will make matters worse.

Fats, oil and grease: Known in the wastewater industry as "FOG," this liquid solidifies when it cools and it creates significant problems for public wastewater systems as well as drains in your home. Recently, the Thames Water company discovered a 15-ton "fatberg" of caked grease and wipes clogging the sewer.

Personal Care Products: Wastewater treatment facilities are not designed to breakdown pharmaceuticals. While they are diluted in the waste stream, studies have shown the presence of drugs such as steroid hormones and antidepressants in wastewater effluent.

Chemicals: Paint, automotive fluids, solvents and poisons are foolish to flush. Just as a wastewater treatment plant is not designed to screen out pharmaceuticals, these facilities are not designed to eliminate toxic chemicals. Check with your local municipal office to learn when and where you can dispose of these items, as well as pharmaceuticals.

Non-flushable feminine hygiene products: It is widely known that these products are not safe to flush, yet a study conducted by INDA, Portland Water District and several industry groups that collected non-flushable materials at a pumping station found tampons, pads and feminine hygiene item wrappers accounted for 13% of its total.

Pets: Do not flush goldfish, hamsters, gerbils or any other animal. They are too sturdy to break down while traveling to a wastewater pump, then clog it once they get there.

Condoms: These items are made of a material that is not intended to breakdown in liquid.

Large food items: Surprisingly, apple cores and corncobs make many lists of non-flushable items found on municipal wastewater system websites.

Cat litter: The absorbent properties of this product wreak havoc on sewer systems by creating clogs.

Medical Supplies: Bandages and hypodermic needles are often flushed, but quite simply, they don't degrade. The needles also present a danger to employees who need to remove the items that clog the system.



SETTING UP YOUR ON-LINE BILL PAY ACCOUNT

What you will need:

- 1) A current City of Willard utility bill
 - 2) An email account
 - 3) A credit card: i.e. Visa, MasterCard, Discover, or American Express
 - 4) Amount of your last payment
-

• **Go to:** www.cityofwillard.org

• **Go to: Utilities / Pay Utility Bill**

• **Register** (top right of the screen)

1. Enter your email address
2. Name
3. Phone Number
4. Create/Confirm Password

• **Click: Create Member**

• **An email will be sent with instructions to complete registration**

• **After Initial log in, click Utility Billing**

• **Click: Add an Account**

• **Enter: Account # _____ - _____ - _____
and last payment amount**

We now offer E-Billing*

If you would like e-bill but have not signed up yet, please ask us how.

*Make sure to save donotreply@cityofwillard.org to your favorites so that it does not get sent to your spam folder.

HELPFUL PHONE NUMBERS AND OTHER INFORMATION

Additional Utility Resources:



Electric: Liberty Electric Co. (800) 206-2300

Rural: Ozark Electric Co-op (800) 947-6393



Natural Gas: SPIRE (800) 582-1234



Cable/ Internet Television: MediaCom (800) 874-2924

Trash Services- *The City of Willard offers combined billing for your trash and water/sewer. Please call your trash company directly for any customer service needs. Within CITY LIMITS ONLY—Trash pickup is every Tuesday; Recycling is the alternating Wednesday.*

Republic Services 417-865-1717

Patriot Disposal 417-719-4877

WCA 417-831-3195

Willard Municipal Court

Court dates are held on the following days:

1st & 3rd Tuesday of each month at 2:00 pm

Doors located at the Southwest entrance of City Hall

Jessica Truitt - Court Clerk

(417) 742-5306



**WILLARD POST
OFFICE**

107 Willey Street
417-742-3311

Driver's License and Car Tags



Nearest Locations:

Republic - 417-732-7557

Springfield: Downtown - 417-869-5100

Fremont Ave. - 417-823-8484

S. Glenstone - 417-831-2600

www.dor.mo.gov

UTILITIES INFORMATION

UTILITY DEPARTMENT STAFF

417-742-3033 (Main Office)

**Hours of Operation: Monday-Friday
8:00am - 5:00pm**

Payment Options

Cash, Check, VISA, MasterCard, Discover, Money Order

In Person: City Hall, Monday– Friday 8:00-5:00

On-Line: www.cityofwillard.org (see Page 10)

By Mail: PO Box 187, Willard, MO 65781

Drop Box: South of the City Hall doors, 224 W. Jackson.

Bank Pay: Provides automatic withdrawal from your checking account each month. Sign up at City Hall with a voided check.

By Phone: Call 742-3033 (**Credit Cards only**).

WATER AND SEWER CHARGE

PRIMACY FEE: Every user of the water system utilizing a 5/8” to a 1 inch meter, shall pay a \$3.00 fee, and every meter over 1” shall pay \$7.44, to provide the funding for water testing as required by Missouri law. This fee is billed in July of every year.

SEWER CONNECT FEE: Every year (in January) the City of Willard is required by the State of Missouri to collect a small sewer connection fee (\$.80) that is submitted to the state and deposited into the “Natural Resources Protection Fund”. This fund was created for the purpose of protecting the air, water and land resources of the state.

SALES TAX: The City of Willard also collects sales tax for the sale of water as required by law. The location of the water meter will serve as the point of sale, and the tax rate will be established using that location. If you are a tax exempt organization, you will need to provide the utility billing clerks with a tax exempt letter when activating service.

ALL PAYMENTS ARE DUE ON THE 10th.

A 10% late fee is imposed the next business day if unpaid.

Once an account has become past due, a REMINDER NOTICE is sent confirming :

- 1) payment has not been received,
- 2) total due including 10% penalty,
- 3) final date/time that payment must be received to avoid additional penalties and disconnection of service.

Reminder calls are sent out for accounts in danger of cut off and payment arrangement reminders. The calls are system generated and contact the first number listed on the account.

We are not responsible for missed mail or emails.

CUT OFF FOR DELINQUENCY

Cut off day will always be the **last Tuesday** of the month and printed on the **Reminder Notice**. If you have any questions about the date, or are unsure of the amount due on the account please call the utilities department. Any past-due account that is not paid by 5:00 p.m. the business day before cut off day will be charged a \$50 non-payment penalty and will be disconnected. **Checks are not accepted as a form of payment to reconnect of services.**

PAYMENT ARRANGEMENTS

To get an extension on your due date, you must come to City Hall by 5pm on the date stated on your Reminder Notice.

Payment arrangements are designed to keep our customers out of the “cut off” status. After the delinquent penalty of 10% is assessed on the current bill, you can make a payment arrangement in person with a Utility Clerk at City Hall, up to the business day before cut off day. Payments are due before 3:00 p.m. on the 9th of the next month. You will be provided with a copy of the signed payment arrangement as a reminder to you.

If for any reason you default on the payment arrangement you will be subject to a \$50 non-payment penalty and service will be disconnected, and you will be required to pay your account in full (to a zero balance) to reconnect services. Also, **you will NOT be able to make payment arrangements for 6 months.**

Reminder: Checks will not be accepted as a form of payment

RESIDENTIAL WATER RATES

First 1,000 gallons is \$13.23 (minimum monthly bill) plus \$2.48 for every 1,000 gallons (or a portion thereof) thereafter.

These rates are subject to change.

For example, if you used 5,000 gallons in a month, your bill would be figured using the following formula:

$$\text{\$13.23} + (4 \times \text{\$2.48}) = \text{\$23.15}$$

RESIDENTIAL SEWER RATES

Each residential user shall pay a base rate of \$24.96 per month plus \$5.57/per thousand gallons (**or a portion thereof**) of average usage: _____

NEW Residential Customers: The initial monthly sewer average is calculated based on the national average for the occupants of the residence (1,500 gal per adult, 1,000 gal per child), until April. At that time, the system automatically recalculates the sewer average

Established Residential Customers: The monthly sewer bill is based on the average water usage for the months of January, February, and March. The City of Willard has chosen to use the months of January, February and March because they do not reflect seasonal activities.

*The average water usage will be re-calculated every April for residential users, establishing a new sewer average which shall remain unchanged until the next April, when it will be recalculated.

For example, if you used 6,000 gallons of water in January; 4,000 in February; and 18,000 in March, your sewer average would be figured the following way:

$$\frac{\text{\underline{6000+4000+18000}}}{3} = \text{\underline{9,000}} \text{ will be your sewer average}$$

(usage rounds to nearest 1000 gallons)

If your average usage was 6000 gallons, then your bill would be calculated as follows:

$$\text{\$24.93} + (6 \times \text{\$5.57}) = \text{\underline{\$58.35}}$$

COMMERCIAL SEWER RATES

Each commercial user shall pay a base rate of \$30.39 plus a rate of \$5.57 (per thousand gallons) of actual usage. The commercial user shall be calculated on a monthly basis equal to the actual water usage.

TRASH RATES

Trash is \$14.00 a month. Residential (in the city limits of Willard) will have a trash pick up day every Tuesday.

If your address is in the city limits of Willard there is free recycling available to you For any customer service please contact your trash provider.
Numbers for the companies can be found on page 11.

RURAL WATER RATES

First 1,000 gallons is **\$14.40** (minimum monthly bill) plus **\$2.70** for every 1,000 gallons (or a portion thereof) thereafter.

These rates are subject to change.

For example, if you used 5,000 gallons in a month, your bill would be figured using the following formula:

$$\mathbf{\$14.40 + (4 \times \$2.70) = \$25.20}$$

SEWER RATES

Each residential user shall pay a base rate of 27.16 per month plus \$6.06 per thousand gallons (**or a portion thereof**) of average usage. _____

NEW Residential Customers: The initial monthly sewer average is calculated based on the national average for the occupants of the residence (1,500 gal per adult, 1,000 gal per child), until April. At that time, the system automatically recalculates the sewer average

Established Residential Customers: The monthly sewer bill is based on the average water usage for the months of January, February, and March. The City of Willard has chosen to use the months of January, February and March because they do not reflect seasonal activities.

*The average water usage will be re-calculated every April for residential users, establishing a new sewer average which shall remain unchanged until the next April, when it will be recalculated.

For example, if you used 6,000 gallons of water in January; 4,000 in February; and 18,000 in March, your sewer average would be figured the following way:

$$\frac{\mathbf{6000+4000+18000}}{\mathbf{3}} = \mathbf{9,000 \text{ will be your sewer average}}$$

(usage rounds to nearest 1000 gallons)

If your average usage was 6000 gallons, then your bill would be calculated as follows:

$$\mathbf{\$27.16 + (6 \times \$6.06) = \$63.52}$$

COMMERCIAL SEWER RATES

Each commercial user shall pay a base rate of \$34.73 plus a rate of \$6.06 (per thousand gallons) of actual usage. The commercial user shall be calculated on a monthly basis equal to the actual water usage.

TRASH RATES

Trash is \$14.00 a month. Living outside the city limits of Willard, you will need to contact your trash provider for pick up dates.

For any customer service please contact your trash provider.

Numbers for the companies can be found on page 11.

Missouri One Call and The City of Willard

want to remind you....
CALL OR CLICK
(3) WORKING DAYS
BEFORE YOU DIG

1-800-DIG-RITE or 811 or www.mo1call.com

Underground utilities exist everywhere, even in your yard! Whether you are a homeowner or excavator, digging without knowing where it's safe to dig can cause tremendous damage and even loss of lives.

Color Codes Required By Law

White	PROPOSED EXCAVATION
Fluorescent Pink	TEMPORARY SURVEY MARKINGS
Red	ELECTRIC POWER LINES, CABLES, CONDUIT AND LIGHTING CABLES
Yellow	GAS, OIL, STEAM, PETROLEUM OR GASEOUS MATERIALS
Orange	COMMUNICATION, ALARM OR SIGNAL LINES, CABLES OR CONDUIT
Blue	POTABLE WATER
Purple	RECLAIMED WATER, IRRIGATION AND SLURRY LINES
Green	SEWERS AND DRAIN LINES

**FOR POLICE OR FIRE EMERGENCY
CALL 911**

Willard Police Department

Chief of Police: Tom McClain
Non-Emergency 417-742-5340
chiefofpolice@cityofwillard.org
795 Hughes Rd
Willard, Missouri

Willard Fire Protection

Fire Chief: Ken Scott

The Willard Fire Protection District covers approximately 70 square miles and encompasses the City of Willard. The district is supported by personal and real property tax levy paid for by the residents of the fire district. The ISO Protection Class Rating for the Willard Fire District is now a Class 4 both within and outside the city limits. The fire protection district is governed by a 5 member board of directors. The board meets at Station #1 (240 N State Hwy Z) located across from the Willard Rec Center, on the second Tuesday of each month at 4:30pm.

Learn more at www.willard.fire.com
or call **417-685-3114**



Save time – pay online or by phone!

Phone: 417-742-3033 or 1-833-326-7016

- Save postage by paying your bill online or by phone with a debit or credit card*
- By knowing your account number you can have access to your updated account instantly
- See or hear real-time balances, payment amounts, and due dates
- Enter your information securely through the web or an automated system.

*\$1.25 Processing fee applies



www.CityofWillard.org

WILLARD SENIOR'S LUNCH

Willard Senior's Lunch

*Is open to any age who likes to eat,
play games, and visit with friends*

Open Every Wednesday at Ten o'clock in the morning
Lunch is served at noon
Games to Follow

Willard Community Center

222 West Jackson St.

Costs is \$3.75 per person for lunch and a dessert
provided by Murfin's Market Deli and Bakery.