

FAQs for Customer Services

What are your hours of operation?

City Utilities' customer service representatives are available to answer your call Monday through Friday, 7:30 a.m. to 5:30 p.m. Our telephone number is 863-9000. Our lobby customer service representatives are available to assist you Monday through Friday from 8 a.m. to 4:30 p.m. We are closed on weekends and holidays.

How can I make my payment?

City Utilities offers many convenient payment methods:

- Mail your payment to 301 East Central, PO Box 551, Springfield MO 65801
- Use our payment drop box located at our main office at 301 East Central
- You may pay your **current** bill at any of our collection stations. View our [authorized payment locations](#)
- Use **QuickPay** to make a one-time payment using your checking account, debit card, or credit card. Easy to use and you will continue to receive paper bills by mail. Make an [online payment](#).
- Pay by phone with a MasterCard or Visa debit or credit card
- Use **EZ Pay** to automatically deduct your monthly payment from your checking, savings, or MasterCard credit or debit cards. Please go to www.cityutilities.net to submit your EZ Pay request online
- Use **CheckFree** to view and pay your monthly utility bill online. Sign-up for online payments at www.mycheckfree.com
- Make payment in our customer lobby at 301 East Central

How do I sign up, transfer, or stop service?

Twenty-four hours notice is required to start, transfer, or disconnect service. New residential customers may be able to start service over the phone or through our internet site, www.cityutilities.net. A deposit may be required. Customers may transfer or disconnect service by phone or through our Internet site. Before service can be transferred, all past-due amounts must be paid. Establishing new residential service or transferring existing residential service is subject to an account entry fee between \$15 - \$30 and will be billed to the account. Service may also be started, transferred or disconnected by visiting our customer lobby. For commercial service information, please call 863-9000 and press 4.

What happens to my deposit?

After one year of on-time payments, deposits are refunded back to your account. If you should move out of City Utilities' service area, the deposit will be applied to your account minus your final bill.

What happens if I cannot pay my bill in full or if my payment is late?

If payment is not received before your next billing, a 10% late payment charge will be assessed. While payment in full is expected for services provided, if you anticipate that you will have difficulty with your bill, please call our office at 863-9000 as soon as possible. Payment arrangements may be worked out to help you avoid late payment charges.

How do I read my meters?

Reading an Electric Meter

- Stand directly in front of your meter. Looking at the dials from an angle can distort the reading.
- Follow the **Three Rules of Meter Reading:**
 - Always read a meter from left to right
 - Always record the smaller number when the hand is between two numbers
 - Always record one less than the hand indicates if the hand on the dial on the right is not past the zero

Electric meter reading 45920



Reading a Gas Meter

The dials that record the amount of gas used are grouped together in a row of four.

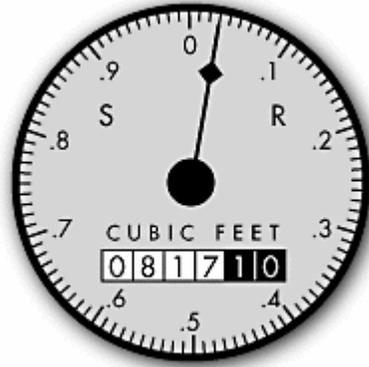
- Stand directly in front of your meter. Looking at the dials from an angle can distort the reading.
- Follow the **Three Rules of Meter Reading:**
 - Always read a meter from left to right
 - Always record the smaller number when the hand is between two numbers
 - Always record one less than the hand indicates if the hand on the dial on the right is not past the zero

Gas meter reading 0030



Reading a Water Meter

In the meter at the right, the reading is taken from the figures shown under the words CUBIC FEET. The meter reads 81,710, which is the total number of cubic feet of water recorded since the meter was installed. Because the water charge is based on units of 100 cubic feet, the meter reader discards the last two numbers (the ones with the black background). So, this reading would actually be **817**.



What do I do if my power goes out?

Should your service be interrupted, it is very important that you call our office at 863-9000 and report the outage. This information helps our service crews determine the location and extent of the outage, helping them to restore power as quickly as possible.

Who owns City Utilities?

City Utilities of Springfield is a customer-owned utility serving southwest Missouri for more than 50 years with electricity, natural gas, water, and public transportation services.

City Utilities' services are provided under the direction of the [Board of Public Utilities](#).

The [CU Citizens' Advisory Council](#) acts as a special liaison between the community and the Board and management staff of City Utilities. The Council also acts as a representative for the ratepayers of our community, encouraging customer participation in the decision-making process for City Utilities and bringing recommendations to the Board to better serve our customers.