

New Business Customers

Starting a new business is an exciting venture. Be sure to include utility start-up costs in your business plan.

Contact our business account office at least 24 hours prior to expected service. An account may be established in the name of an individual, a business, or corporation when registered with the Office of the Secretary of State. Fictitious names are not accepted.

Before metered service can be connected at a premise, City Utilities may require a deposit equal to three (3) times the highest single month's bill for the requested premise. This security deposit will be held for a minimum of two (2) years or until the customer has established an excellent payment record for two consecutive years.

The security deposit may be one of the following:

- ✓ **Cash Deposit**—Payable at the time of application for utility service. (Said cash deposit shall not bear interest.)
- ✓ **Certificate of Deposit**—Required from a Springfield, MO, financial institution payable to the customer and the Board of Public Utilities (DBA) City Utilities of Springfield, MO. The Commercial Representative can assist you with the necessary forms and listing of financial institutions. (Book entry certificates are not accepted.)
- ✓ **Two year Irrevocable Letter of Credit**—Required from a federally chartered financial institution operating within the state of Missouri. We request that our sample letter be taken to your bank or financial institution.
- ✓ **Letter of Credit Reference from another utility provider**—Must show excellent payment record for a two year period of service for the same utility types requested (electric, gas, water and/or sewer.)

City Utilities may discontinue service, with written notice, to any customer that fails to make or maintain the required deposit. All or any portion of a deposit will be applied to any unpaid closing (final) bill.

If there is no prior billing history for the connecting premise, the deposit will be estimated by using a comparable business and premise.

Transferring/Disconnecting Service

Existing business customers may make arrangements to transfer or disconnect services by calling 417-863-9000, press 4 for Commercial/Business Accounts. Past due utility bill payments may require a visit to the office and a 10% late fee.

New & Transfer Connection Fees

The Customer Connection fee is a non-refundable fee charged each time you move or add services to your account. This fee is in addition to the deposit and is based on the following:

1 service	\$15
2 services	\$25
3 services	\$30