

New Residential Customers

If you have had service with City Utilities within the last two years or have a VISA or MasterCard, you may be able to transact business by phone. If not, you will need to bring the following items to our main office at 301 East Central:

- A \$100 deposit (VISA/MasterCard accepted)
- Rent receipt or a copy of your lease, including the address and apartment number
- Identification--driver's license, social security card, etc.
- Name, address, and phone number of a relative for a reference
- The deposit may be waived if you have one year of good credit history with CU, a Letter of Credit from a previous utility company, or a current customer with good credit history signs as your surety.

All those who will share in paying the bill should be present to sign for service. If more than one person will be responsible for the account, be sure and ask for "Shared Responsibility."

It normally takes one to two days to connect your new service. An account entry fee will be included on your first bill: one service = \$15; two services = \$25; and three services = \$30.

Lobby hours are from 8 a.m. to 4:30 p.m., Call Center hours are from 7:30 a.m. to 5:30 p.m., Monday through Friday
– Offices are closed on major holidays.

Transferring/Disconnecting Service

Existing customers may make arrangements to transfer or disconnect services by calling Customer Services at (417) 863-9000. Past-due utility bill payments may require a visit to the office.

Service Interruptions

We are extremely proud of the reliability of our service. Occasionally, however, a service outage does occur. The most common reasons for service interruptions are storms and traffic accidents.

To assure your continuous service, our dispatchers and service personnel are available 24 hours each day by calling 1-888-863-9001. In an effort to assist our personnel and to expedite our response to your outage, your call may be answered by a computerized voice response system that records your information. This information is then forwarded to our personnel to restore your service as quickly as possible.