



City Utilities (CU) plans to resume nonpayment disconnects July 7 Frequently Asked Questions

When did CU stop disconnecting services for nonpayment?

CU stopped disconnecting services for nonpayment on March 17 to assist customers negatively impacted by COVID-19. We understand that many of our customers have been impacted by this situation and utility services are essential to our community.

When will CU restart disconnecting services for nonpayment?

To responsibly serve our customers and the community, CU will begin mailing nonpayment disconnect notices on July 7.

Will CU provide a notification prior to restarting the nonpayment disconnect process?

To provide customers with as much advance notice as possible, CU will send an automated courtesy call to customers with 60+ day past due balances beginning June 15. The call will be sent to the phone number on the CU account.

When CU sends the courtesy call, what phone number will the call come from?

The courtesy call will come from (417) 863-9000.

What will be communicated in the automated call?

The message will state the following: This is an important message from City Utilities of Springfield. As a result of COVID-19, service disconnections due to non-payment were temporarily suspended. City Utilities will resume mailing nonpayment disconnect notices on July 7. Our information indicates that you have a past due balance which could result in a disconnection of service if payment arrangements are not made. If you have any questions, or to make a payment, please call (417) 863-9000 or visit cityutilities.net for additional payment options.

After receiving the courtesy call, will I receive a disconnect notice if the balance remains unpaid?

Yes. Nonpayment disconnect notices will be sent prior to service disconnections. The date the service could be disconnected will be on the disconnect notice.

How do I ensure my service is not disconnected due to nonpayment?

Paying the past due amount through any of CUs payment channels will cancel the disconnect notice. The past due amount must be received one business day before the disconnect date. Payment arrangements can be made by calling (417) 863-9000. Additionally, community assistance programs through OACAC are available to assist customers. Please visit cityutilities.net for payment options and assistance programs. If customers cannot pay the full balance, they are encouraged to call CU at (417) 863-9000 to make a payment arrangement to avoid a disconnect.

What are the hours of CUs Customer Service Center?

The hours are Monday - Friday, 7:30 a.m. – 5:30 p.m., except holidays. Wait times may be longer than normal due to high call volume. The phone number is (417) 863-9000.

Where can I find help if I am struggling to pay my utility bill?

If you are struggling to pay your utility bill, it's important that you contact CU immediately. Talk with us early enough and we can offer suggestions to eliminate late payment charges, like payment arrangements, or enrolling in [Level Pay](#), which allows you to pay the same amount each month.

If you or someone you know needs financial assistance with their utility bills, assistance may be available. Visit the OACAC website for more information on assistance programs, or contact them at (417) 862-4314 or (417) 864-3495 TDD.

- The **Missouri Low Income Home Energy Assistance Program** (LIHEAP) offers programs which are administered through OACAC.
- **Energy Crisis Intervention Program** (ECIP) provides relief for eligible households to alleviate an energy-related crisis during the winter and summer months.
- The **Project SHARE** (Springfieldians Helping Area Residents with Energy) Program is administered through OACAC and is funded by CU customer donations. This program provides assistance with winter heating costs for income eligible households from January through May.