

*City of Wentzville News, Information, Important Dates and More!*

## Bill Payment Overview

### Payment Options

**Bank Draft:** Sign up to have your utility bill drafted automatically each month. The City offers a fee-free auto-draft option using your checking account and routing number. To sign up, please visit [www.wentzvillemo.gov/bankdraft](http://www.wentzvillemo.gov/bankdraft). Your account will be drafted on the City due date each month automatically.

**By Text or Phone 24/7/365:** The City of Wentzville gives you access to your utility account 24 hours a day, seven days a week, 365 days a year. Pay your bills on your own time — with no waiting. Access your account instantly through a secure, automated system to get real-time balances, payment amounts and due dates. To make your payment over the phone or set up Text-to-Pay, please call (833) 326-7020 and follow the prompts.

**Online Payments in Real Time:** Make a one-time payment in real time online. Visit our website at [www.wentzvillemo.gov/paymybill](http://www.wentzvillemo.gov/paymybill) to register. From this website, you can view balances, access PDF copies of your bill, view your transaction history, as well as make payments or update your account.

**Schedule Payments in Advance:** You can schedule payments in advance, as well as schedule credit-card drafting with the date of your choice. To learn more or set up any one of these available payment options, please visit [www.wentzvillemo.gov/paymybill](http://www.wentzvillemo.gov/paymybill).

**Drop Box or In-Person:** A drive-up drop box is located in front of City Hall for your convenience. In-person payments are also accepted inside City Hall, Monday-Friday between 8 a.m. and 5 p.m. Cash, check and money orders are accepted, as well as MasterCard, Visa, American Express and Discover cards.\*

**Live Customer Relations Rep:** We love to hear from you! Monday-Friday between 8 a.m. and 5 p.m., you can pay your bill with a live customer relations representative by calling (636) 639-2155, option 2.

### General Information

**Text Reminders and Account Updates:** Residents and business owners can opt in to receive utility bill reminders by text (instead of by phone call), when a shut-off is pending. To change your preferences, please call (636) 639-2155. Need to update your contact information? Complete this short form at [www.wentzvillemo.gov/mycontactinfo](http://www.wentzvillemo.gov/mycontactinfo).

**Sign Up to Give Back:** Wentzville residents can register to round up their utility bills to the nearest dollar to benefit Wentzville seniors. Funds raised from the "Round-Up" program are donated to our local Meals on Wheels service. To register for this program, please visit [www.wentzvillemo.gov/giveback](http://www.wentzvillemo.gov/giveback).

**Questions:** If you have billing-related questions, please contact a Customer Relations representative Monday-Friday, between 8 a.m. and 5 p.m., by calling (636) 639-2155, and selecting option 2.

† Payments scheduled after the due date may be subject to late fees.

\* Please note: A 2% surcharge will apply to all credit card payments made with these payment methods.

## Adult Day Trips

Each month, Wentzville Parks and Recreation features a new and unique adventure for adults in our community! We'll take care of everything — from planning to transportation! To learn more, visit [www.wentzvillemo.gov/adultactivities](http://www.wentzvillemo.gov/adultactivities).



## Pooch Plunge: Sept. 6

Bring man's best friend to Splash Station Aquatic Center for this once-a-year chance for your canine friend to enjoy the pool like the rest of Wentzville's residents. Each dog will receive a snack and have a chance to win door prizes.\* You must show proof of vaccination at the time of registration. To register, please call (636) 332-9236.

\*You must preregister your dog by Sept. 5 to be guaranteed a snack.



## Citywide Yard Sale: Sept. 23-24

Whether you're looking for bargains or cleaning out your home, Wentzville's Citywide Yard Sale is for you! Host your Citywide Yard Sale Friday and Saturday, Sept. 23 and 24 to rid your home of any unwanted items. For additional information, please call (636) 332-9236.

## Stay Connected to the City of Wentzville

The City of Wentzville uses a variety of methods to communicate with residents, both print and digital. Make sure you are receiving all of Wentzville's important updates by connecting with us in the following ways.

- **Sign Up for An eNewsletter:** Stay informed about parks and recreation events and programs, economic development news and general City updates by signing up for one or more of the City's eNewsletters. Get Wentzville updates sent right to your inbox when you sign up at [www.wentzvillemo.gov/newsletters](http://www.wentzvillemo.gov/newsletters).
- **Sign Up for Wentzville's Emergency Alerts:** The W.I.N.D. system (or Wentzville Information Notification Delivery) is used to notify residents and business owners about imminent threats to health and safety. City officials may send alerts about emergencies including critical issues, severe weather, water outages, traffic issues and police activity. If you sign up for City announcements, you will receive information on the topics you designate. Those who sign up can receive alerts by phone, by text and/or by email. To sign up, please visit [www.wentzvillemo.gov/signupforWIND](http://www.wentzvillemo.gov/signupforWIND). If you've signed up previously, please log in to ensure your contact information is up-to-date.
- **Update Your Email Address:** Ensure that you receive all of Wentzville's important news and alerts by updating your email address and other account information. Please visit [www.wentzvillemo.gov/updatewentzvilleinfo](http://www.wentzvillemo.gov/updatewentzvilleinfo) to update your contact details.
- **Follow Us on Social Media:** The City uses a variety of social media channels to keep our residents updated and informed. Connect with us on Facebook, Twitter, Instagram, LinkedIn and Nextdoor. Learn more at [www.wentzvillemo.gov/getconnected](http://www.wentzvillemo.gov/getconnected).

## National Night Out: Oct. 5

Residents are invited to turn on their porch lights, go outside and join with their neighbors in block parties, and more! If your group would like a visit from a City official or if you need tips about how to plan your own National Night Out activities, please call (636) 639-2171. This year's event was delayed due to the August election date.



## Fall Tree Limb Collection

Twice each year, the City's Chipper Program provides residents a free, convenient way to dispose of small tree limbs. The fall tree-limb pickup will take place over a three-week period — by ward. If you are unsure about which ward you live in, please visit

[www.wentzvillemo.gov/wardmap](http://www.wentzvillemo.gov/wardmap).

The fall 2022 schedule is as follows:

- Ward 1: Week of Oct. 3
- Ward 2: Week of Oct. 10
- Ward 3: Week of Oct. 17

Tree limbs must be less than eight inches in diameter and should not be bundled or placed in bags. The Chipper Program collection does not include leaves, root balls, shrubs or hedge trimmings, decorative grasses or grass. If you have questions, please call the Public Works Department at (636) 327-5101, option 1.



# Sept. 16-17

On Main Street in  
Historic Downtown Wentzville

Live Music,  
Art and Craft  
Vendors and More!

[www.wentzvillemo.gov/fallfestival](http://www.wentzvillemo.gov/fallfestival)

## Music Lineup

Friday, Sept. 16

6-8 p.m. — Steve Ewing

8:30-10:30 p.m. — My Friend Mike

Saturday, Sept. 17

Noon-2 p.m. — Biscuits & Gravy

3-5 p.m. — Fanfare

5:30-7:30 p.m. — On the Fence

8:30-10:30 p.m. — Silver Bullet