

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

Utility Tax Rebate Reminders

Between now and May 31, Wentzville residents can apply for a City utility-tax refund. Application options include:

- **Email:** Send the required documentation to ContactUs@wentzvillemo.gov or submit an online application.
- **Mail:** Send the required documentation to:
 - Utility Tax Rebate, City of Wentzville, 1001 Schroeder Creek Blvd., Wentzville, MO 63385
- **In-Person:** Schedule an appointment to apply at City Hall by calling (636) 639-2121 or making an appointment online.
- **Online:** You can apply online at www.wentzvillemo.gov/TaxRebate.

Eligibility requirements: You must rent or own your primary residence in the City of Wentzville; be at least 65 years old or considered totally disabled by Social Security; and have a 2024 maximum gross income of \$57,800 for a single-person household or \$66,050 for a married-couple household. Total gross income does include your social security.

Please bring: a photo ID, proof of income (2024 1040 Federal Income Tax Form or SSA-1099 if you do not file taxes), proof of age and/or disability, and municipal tax reports or copies of 2024 gas, electric and telephone bills. Visit www.wentzvillemo.gov/TaxRebate for additional details.

eBilling and Bank Draft

We understand that U.S. Postal Service (USPS) delays have been causing some frustrations with receiving your utility bills. While we always mail out bills by or before the first of every month, unfortunately, USPS delivery may take up to three weeks or more.



To help with this issue, we encourage you to sign up for eBilling with the City of Wentzville. By opting in to eBilling, you will receive your City utility bills directly via email by your next billing cycle. Signing up is easy and comes at no additional cost.

Benefits of eBilling:

- Receive your bills as soon as they are posted.
- No more waiting for the mail.
- Convenient and eco-friendly.

While there is never a fee for paying late, except when an account is already overdue, switching to eBilling can help you stay on top of your payments and avoid any disruptions. To sign up, please complete the form at www.wentzvillemo.gov/eBill.

In addition to eBilling we also offer a fee-free auto-draft option using your checking account and routing number. To sign up, please visit www.wentzvillemo.gov/BankDraft. Your account will be drafted on the City due date each month automatically.

For further assistance or inquiries, contact the City's Utility Billing Office at (636) 639-2155. We hope both of these options allow you to avoid delays when paying your bill.

Resident Reminders



EXCESS TRASH AND CARDBOARD TIPS

Please remember: trash that does not fit in your cart must be bagged (this includes cardboard). Unbagged trash/cardboard will not be collected. Trash lids must be closed in order for your trash to be collected. You can dispose of up to three extra 40-gallon bags of trash each week. After the third bag, however, you will be charged \$2.50 per bag. To learn more about solid-waste collection, visit www.wentzvillemo.gov/SolidWaste. Questions? Please call (636) 327-5101.

BACKFLOW TESTS DUE BY JUNE 1

All lawn irrigation systems, fire sprinkler systems and commercial service lines within the City of Wentzville are required to contain a backflow prevention device. These devices must be tested annually by a state of Missouri-certified tester.

Annual backflow test reports are due to the City of Wentzville by June 1. Before June 1, early-bird filing fees are only \$10. To learn more about where to send your backflow report, find a list of certified testers, review the fee structure, etc., please visit www.wentzvillemo.gov/BackflowTests or call (636) 639-2155.



Know Who to Call

When an unusual situation arises, it's important to know who to call. Wentzville dispatchers take hundreds of calls each day — some are emergencies, some are not.



- When an emergency strikes — such as a life-threatening incident — please don't hesitate to call 911.
- For general police-related calls that don't pertain to a serious incident, please call the nonemergency police line at (636) 327-5105.



How the City Communicates

Hello, Wentzville Community Member!

The City utilizes a variety of both traditional and nontraditional communication tools to reach its many stakeholders – including residents, business owners, developers and others. **The City relies on our stakeholders to seek out the tools that they prefer to use** to get details on news, events, programs and more. Subscribe to an eNewsletter, visit our Facebook page, check out the City calendar on the website — **in short, please use and peruse the tools at your disposal to find the information you need, when you need it.**



Print Publications

- **The Vision:** Eight-page newsletter mailed to all 63385 households six times each year
- **Noteworthy:** Utility bill insert mailed monthly to all solid waste/water/sewer customers
- **Postcards:** Direct mail pieces sent Citywide or to select residents/businesses as needed
- **Letters:** Correspondence sent Citywide or to select residents/businesses as needed



Digital Communications

- **www.wentzvillemo.gov:** The City's website is updated with information for each department and division
- **Fun Times:** Parks and Recreation digital guide, published on the City's website three times each year
- **Lobby TVs:** digital ads in City Hall, recreation centers and the Wentzville Ice Arena



Advertising and Public Relations

- **Radio/Print Ads**
- **Press Releases**
- **Partner Outreach** (School District, Western St. Charles Chamber of Commerce, Economic Development Council of St. Charles County)



Phone and Text

- **WIND:** Phone, text and email alerts and City announcements that are shared with subscribers
- **Rainout Line:** Phone, app and website alerts that can be found by accessing the Rainout Hotline



In Person

- **Police Outreach:** PD welcomes each new resident and hosts in-person; Walk and Talks in various subdivisions
- **Board Meetings:** Board and commission meetings are open to stakeholders to learn more and share input
- **City Hall:** Stop by City Hall to chat with a staff member



eNewsletters

- **Parks and Recreation:** Timely, general resident reminders about events, programs and activities
- **The Buzz:** Quarterly business-focused news
- **Crossroads:** Monthly general resident reminders



Social Media

- **LinkedIn**
- **Nextdoor**
- **Facebook**
 - General City
 - Police
 - Parks and Recreation
- **X (formerly known as Twitter)**
 - General City*
 - Police
 - Parks and Recreation*
- **Instagram**
 - General City
 - Police
 - Parks and Recreation
- **YouTube**



Signage and Outdoor

- **Billboards**
- **Event Banners**
- **Light-pole Banners/Flags**
- **LED sign at Pearce/Luetkenhaus, the WREC and the Ice Arena**
- **Yard Signs**

**The General City and Parks and Recreation X/Twitter accounts are used for urgent alerts only.*

Sign up for an eNewsletter or
Follow Us on Social Media!



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