

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

Pay Your Bill 24/7/365

Did you know you can access your utility bill 24 hours a day, 365 days a year? Pay your bill at your convenience — with no waiting. Access your account instantly through a secure, automated system to get real-time balances, payment amounts and due dates. For more information about bill payment, please contact the Utility Billing Office at (636) 639-2155.

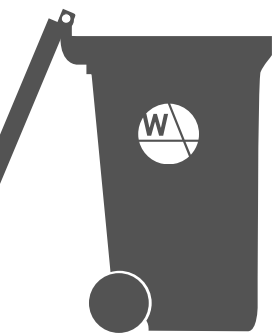
- To make your payment or access your account information over the phone, please call (833) 326-7020. Please note: additional fees may apply.
- As a resident, you can also pay your bill online by accessing the City's virtual payment portal. Bill payment is available on the City's website at www.wentzvillemo.gov/PayMyBill. All payment methods are secure, so you don't have to worry about entering your payment information online.
- Don't want to pay virtually or by phone? No problem! Wentzville City Hall has a convenient drive-up-and-drop-off Utility Payment Dropbox. You can drop off your utility bills at any time without even having to get out of your car.

Soliciting in Wentzville: What You Need to Know

While the City cannot prohibit solicitation entirely, local guidelines help regulate how and when it may occur in Wentzville neighborhoods. When solicitors go door-to-door, residents often have questions about what's allowed, what's required and what they should expect. The City of Wentzville has guidelines in place to help create a safe, consistent experience while balancing individual rights and neighborhood expectations.

Before soliciting in Wentzville, individuals must complete a City application, provide required documentation, pay a fee and submit to a background check from the state in which they reside. The Police Department reviews and approves these materials before a solicitor is allowed to operate within the City. Licensed solicitors are required to carry identification and must follow all City rules while in neighborhoods.

Recent updates to the City code further clarify what residents can expect. Companies are limited in the number of employees they may have soliciting at one time, the duration of their operation and how often they can return within a six-month period. Solicitors are also prohibited from approaching homes displaying a "No Soliciting" sign. Enforcement of these rules relies in part on residents. If you believe a solicitor is operating outside City guidelines, we encourage you to promptly report the activity to the non-emergency police line at (636) 327-5105. These guidelines aim to promote a safer and consistent experience for everyone involved. For more information, please visit www.wentzvillemo.gov/CityClerk.



Solid Waste Updates

Later this spring, Meridian will take on all daily solid-waste operations for Wentzville households — including customer service support for questions, concerns, new accounts and disconnects. For details, frequently asked questions, a pricing comparison chart and more, please visit www.wentzvillemo.gov/SWUpdates.

EyeOnWater Access

We are excited to provide detailed information about your water consumption! You now have access to the EyeOnWater app, which allows you to connect to your water utility account and see your latest water usage. EyeOnWater will detect leaks and help you better understand your water use trends. The new smart meters will NOT increase your rate.



Login to EyeOnWater!

Log in to your EyeOnWater account using your utility bill at www.helpyeonwater.com. If you have utility billing questions, please call (636) 639-2155. Note: EyeOnWater is not owned or operated by the City of Wentzville.

Winter Weather Reminders

Wentzville's Public Works team is ready to keep roads clear and safe this winter. Here are a few reminders to help with snow removal. Questions or concerns? Complete the snow concern form at www.wentzvillemo.gov/Winter or call (636) 327-5101.

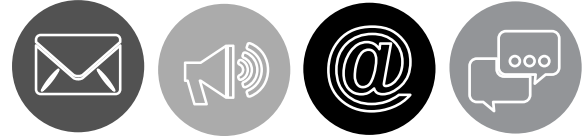
- **Shovel Smart:** When facing the street, pile snow to the right of your driveway. Clear snow in front of and to the left to prevent plows from pushing it back into your drive.
- **Clear Fire Hydrants:** Keep hydrants free of snow so firefighters can access them quickly.
- **Follow Parking Rules:** Move cars off streets during heavy snowfall. Parking is prohibited during a declared City Snow Emergency.
- **Mailboxes/Landscaping:** Mailboxes and landscaping in the right-of-way may be impacted during snow removal. The City provides temporary mailboxes if needed and restores damaged sod when possible.
- **Mail Delivery/Solid-Waste service:** Plows clear near the curb, but residents must finish clearing to ensure mail delivery and solid-waste pickup.

UPCOMING HOLIDAY REMINDERS: The City of Wentzville will be closed on Monday, Feb. 16 to observe Presidents Day. To view hours for Wentzville Parks and Recreation facilities, please visit www.wentzvillemo.gov/Facilities. NOTE: This holiday does **NOT** affect solid-waste collection.



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 Our eNewsletters:** 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/eNews.
- **Sign Up for Wentzville's Emergency Alerts:** The WIND 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. If you've signed up previously, please log in to ensure your contact information is up-to-date.
- **Update Your Email Address:** We do our best to keep updated contact information for all Wentzville residents, but we need your help. 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 and complete a short form 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. You can connect with us on Facebook and Instagram @wentzvillemo, and on LinkedIn, Nextdoor and YouTube by searching for the City of Wentzville. Wentzville Parks and Recreation and the Wentzville Police Department are also active on social media. Please visit www.wentzvillemo.gov/GetConnected to learn more.



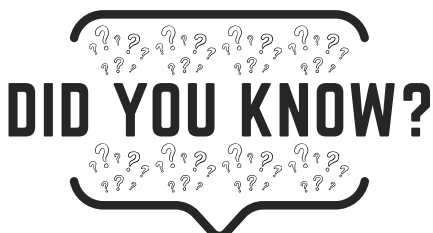
WPD Community Event Requests

The Wentzville Police Department's Support Services Division is available to make your neighborhood event, meeting or school function memorable! A uniformed officer can attend and, in some cases, demonstrate specialized equipment. Officers also participate in activities like child fingerprinting during community events.

To arrange for a police officer to speak with your group, contact our PIO/Community Outreach Sergeant, Jacob Schmidt, at (636) 639-2107 or Jacob.Schmidt@wentzvillemo.gov.

Volunteer for a Board, Commission or Committee

The City of Wentzville has a number of advisory boards, commissions and committees comprised of volunteers from within the community. These groups make recommendations to the Mayor and Board of Aldermen regarding actions and policies affecting municipal government, City departments and the community. If you are a resident interested in serving, please complete an application on the City's website at www.wentzvillemo.gov/BCApplication.



Find *The Vision* Online

The Vision is a bimonthly newsletter produced exclusively for Wentzville residents, sharing timely information, City updates and community highlights. Each issue is always available online at www.wentzvillemo.gov/TheVision.

Beginning in 2026, *The Vision* will be printed four times a year, with the July/August and November/December issues shared online only.