



ELECTRIC WATER SEWER STORMWATER

3 Industrial Loop Drive | PO Box 1589
Hannibal, MO 63401 | (573)-221-8050

www.HANNIBALBPW.org



Statement Date	11/10/2023
Account Number	9999999
Payment Due	11/27/2023

Office Hours: 7:30am - 4:00pm Monday - Friday
Customer Service - 573-221-8050
Emergency Services - 573-221-0955



Account Balance Summary

Previous Balance	185.60
Payment Received 10/16/2023	185.60 CR <i>Thank You!</i>
Balance Forward	0.00
Current Charges	200.31

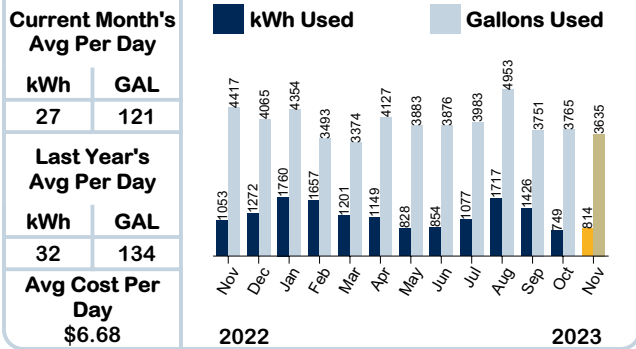
Total Due 11/27/2023	200.31
Total Due After 11/27/2023	220.15

CUSTOMER NAME
123 UTILITY WAY
HANNIBAL MO 63401-2527

Service Address: 123 UTILITY WAY

Description	Meter No.	Meter Reading Dates		Days	Readings		Meter Multiplier	kWh / Gallons Used	Rate Class	Bill Type
		From	To		Previous	Present				
ELECTRIC	11111111	10/09/2023	11/08/2023	30	34481	35295	1	814	2	Regular
WATER	22222222	10/09/2023	11/08/2023	30	133010	136645	1	3635	2	Regular
SEWER	33333333	10/09/2023	11/08/2023	30	0	3635	1	3635	2	Regular

Usage History



SMARTHUB- Convenience at a click! Manage your account. View and pay your bill. Monitor usage 24/7. Report service issues. Receive important updates.

Current Service Detail

Balance Forward	0.00
Electric Usage	814 KWH@0.09871
Customer Charge	80.35
Total Electric Charges	103.60
Water Usage	3,635 GAL@0.00644
Customer Charge	23.41
Total Water Charges	26.80
Sewer Usage	3,635 GAL@0.0064
Customer Charge	23.26
Total Sewer Charges	11.00
Transfer Fee	10.34
Recycling Fee	1.90
Total Other Charges/Credits	12.24
Total Current Charges	200.31
Total Amount Due 11/27/2023	200.31
If Paid After 11/27/2023	220.15

PLEASE DETACH AND RETURN BOTTOM PORTION WITH PAYMENT

CUSTOMER NAME
123 UTILITY WAY
HANNIBAL MO 63401-2527

Account Number	9999999
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Please notify us of any changes to your personal information below:

- YES, please sign me up for Share & Care to round up my bill to the nearest \$1.00
- I have added \$ _____ to the amount of my payment for Share & Care (\$1.00 increments please)



Account Balance
Monthly Usage
Bill Payment
All Available at:

www.hbpw.org

Pay By Phone at 888-471-8664

BOARD OF PUBLIC WORKS
PO BOX 1589
HANNIBAL MO 63401-1589





CONTACT US

**Send Payments
& Correspondence to:**
P.O. Box 1589
Hannibal MO 63401-1589

VISIT US

3 Industrial Loop
Hannibal, MO. 63401
www.hannibalbpw.org

CUSTOMER SERVICE

573-221-8050
Monday - Friday
7:30 am to 4:00 pm

Pay by phone:
888-471-8664

TO REPORT A UTILITY EMERGENCY 24/7

573-221-0955

PAYING YOUR BILL

- Online - by credit card or e-check. Visit our website at www.hannibalBPW.org and choose the SmartHub link.
- Auto Bill Pay - Your payment is drafted from your checking, savings, or credit card account monthly. Call our office or visit our website to sign up.
- Mail - Mail payment and bottom portion of the bill. Please allow time for payment to be received by due date. Write your account number on the check/money order.
- Kiosk - Located at 3 Industrial Loop and 4th & Broadway. The kiosks accept cash, check and credit card.
- Drop Box - Use our drop box located in front of our office.
- In Person - Payment can be made at our office during normal business hours.
- Phone Payment - Pay using our automated payment center 888-471-8664.
- MoneyGram - Use receive code #15141 at 3 convenient Hannibal locations: Walmart, CVS, and Advance America

ADDITIONAL SERVICES

- Budget Billing - For qualifying residential customers only, we will provide a leveled utility bill, which provides for equal monthly payments. Payments are adjusted annually according to the previous year's usage. Contact customer service for additional details.
- Project Share & Care - All proceeds are donated to assist local families with their utility costs.

DELINQUENT ACCOUNTS

Bills are considered delinquent if payment has not been received by the due date. Service may be disconnected if the account becomes delinquent and applicable service fees will be charged. Payment made for reconnection is considered your authorization to allow Hannibal BPW to reconnect.

Service Fees

- Returned Transaction Fee (check, credit/debit card, ACH): \$25
- Reconnect Charge: \$50 between 7:30 am - 4 pm
- After hours charge: \$80
- Late Fee 10% or \$20 max.
- For additional information, please contact Customer Service.

POWER OUTAGES

Follow these steps during a power outage:

1. Check your breakers and fuses. Make sure the problem is not within your electrical system.
2. Report the outage immediately if you have determined the outage is on HBPW's system.
Remember to stay away from downed power lines! Call 573-221-0955 to report outages 24/7.
3. If an outage is reported with the crew being dispatched, and it is discovered to be an issue on the customer's side, fees may apply.

REPORTING WATER ISSUES

1. Report outside water leaks, low water pressure, or sewer backup immediately. Call 573-221-0955 to report problems 24/7.
2. Repair inside water leaks immediately.
3. Protect your pipes against freezing.