

Office Hours

Monday - Thursday: 7:30 a.m. - 5:30 p.m.
 Friday: 7:30 a.m. - 1 p.m.

If you have an emergency after hours and need water shut off at the meter or think there is a main break in your area, please call 788-1557.

Water Tips

- Toilets can silently leak or run if the seal is not in good condition. Check your toilet by putting a few drops of food coloring in the tank and let it set for an hour or two. If the dye colors the water in the bowl, there is a problem with the flapper and it may need to be replaced.
- Disconnect all hoses from your house before the weather turns cold. If the temperature drops below freezing, it is possible water left in a hose could freeze and cause the spigot to leak or break the water line completely.
- Backflow prevention devices are required to be inspected every two years by a certified professional.
- Conserve water outdoors. Most lawns require one inch of water per week. Be conscious of rainfall amounts and check your sprinkler settings.
- Mulch helps maintain moisture in landscaped areas and is free to Derby residents. Pick up mulch at the High Park Chip Site, 2801 E. James. Learn more at www.derbyweb.com/chipsite.

Miscellaneous Fees

Service Initiation Fee	\$25
Service Transfer Fee	\$25
Same-Day Service (Non-emergency)	\$30
Returned Check Fee	\$40
Delinquent Account Late Fee	\$30

Frequently Used Numbers

City of Derby

Animal Control.....	911
City Hall.....	788-1519
Code Enforcement.....	788-0301
Fire/EMS/Police	911
Library.....	788-0760
Municipal Court	788-1511
Police Records.....	788-3093
Public Works.....	788-0301
Senior Services.....	788-0223
Welcome Center.....	788-9003

Other

Derby Chamber of Commerce	788-3421
Derby Recreation Commission	788-3781
Kansas One-Call (Dig Safe).....	811



City of Derby Water Division

611 Mulberry Rd., Suite 300
 Derby, KS 67037

316-788-1424
www.derbyweb.com/water

1/2016

Information for New Water Customers



We are here to serve you
 Mon.-Thurs., 7:30 a.m. to 5:30 p.m.
 Friday, 7:30 a.m. to 1 p.m.
 Call: 788-1424
 788-1557 after hours emergency

Welcome To Derby

We are happy you're here and appreciate the opportunity to provide high-quality water to your home or business.

Billing

The City of Derby combines its water, sewer and storm-water charges into a monthly bill.

Water meters are read monthly. The City has a combination of manual-read, touch-read and radio-read meters. Bills are generated from the consumption based on the reading. Bills show the exact service dates you are being charged for that month.

It could take up to 45 days to receive your first and last bill, depending on the reading and billing dates. Make sure you have a forwarding address on file when you move, so you receive your final bill.



Late Notices

Immediately following the due date, late notices are generated and sent to water customers who are past due. The bill will show the amount of the past due bill along with the penalty amount that has been added.

This notice will give you the exact date and time you need to make the payment to avoid possible disconnection of services and additional fees.

If you are disconnected for non-payment, you must pay your account in full before 3 p.m. Monday-Thursday and before 1 p.m. on Fridays to have services restored that same day.

Payment Options

Automatic Bank Draft - free

Enroll in the ACH (Automated Clearing House) payment plan to automatically have your monthly payment taken out of a checking account at no cost.

Drop box - free

Located in front of City Hall. Always available for check/cash payments.

In person - free

Pay in person at the front desk of City Hall, 611 Mulberry Rd., with cash, check or card. Business hours are 7:30 a.m. to 5:30 p.m. Mon.-Thurs. and 7:30 a.m. to 1 p.m. on Fridays.

Phone - free

Call 788-1424 to pay with a credit or debit card over the phone. (excludes American Express)

Mail - postage

Mail checks to 611 Mulberry Rd., Derby, KS 67037

Online - \$1.25

Go to www.derbyweb.com and click on "Make a Payment" to pay your water bill. You will need your account number and last payment amount to register a new account. If you have not yet received your first bill, your last payment amount is \$25.

Paperless Billing

The City now offers paperless billing. If you would like to receive your bill via e-mail each month instead of postal mail, visit www.derbyweb.com/water or call 788-1424 to sign up.



Once we receive your authorization and a valid e-mail address, we will begin sending your monthly bills and notices electronically.

Frequently Asked Questions

Q: How do I set up ACH or paperless billing?

A: Forms are available at www.derbyweb.com/water or contact the Water Division to request a form.

Q: How do I get information about my account?

A: Call 788-1424, email utilitybilling@derbyweb.com, visit us in person, or log into your account at www.derbyweb.com.

Q: How do I transfer or stop service?

A: Most transfers and disconnects can be done over the phone. However, if your account is missing information, you may be required to come into the office to transfer services.

Q: What do I do if I think my bill is incorrect?

A: If you believe your bill is incorrect, call 788-1424 immediately. It is possible you may have a leak or the meter was misread. The sooner the problem is investigated, the sooner you will receive an answer.

Q: The Water Division had to dig in my yard, what can I expect now?

A: The City hires a third party to complete lawn repairs. Depending on weather and time of the year, repairs may take a few weeks to allow for ground settling. Once the ground has settled, the lawn company will level the area and replace the grass.

Q: When I pay my bill through my bank, does the City receive the payment immediately?

A: No. Some banks send the payment electronically within a couple of days while others write a check and mail it to the City.

Q: Why did I get a late notice after I paid my bill?

A: A late notice is generated the day after the due date. Please allow for mailing time when sending in a payment to avoid a late fee. Call 788-1424 if you are unsure whether your payment was received.