



Water Tips

- Toilets can silently leak 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 15 minutes. If the dye colors the water in the bowl there is a problem with the flapper and it may need to be replaced.
- Disconnect hoses from your house before the weather turns cold. If the temperature drops below freezing, it is possible water left in the hose could freeze and cause the spigot to leak or break the water line completely.
- Residential back-flow prevention devices are required to be inspected every two years by a certified professional. Commercial systems must be tested every year. For a list of certified back-flow inspectors, visit DerbyKS.com/water.
- 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 DerbyKS.com/chipsite.



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

Office Hours

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

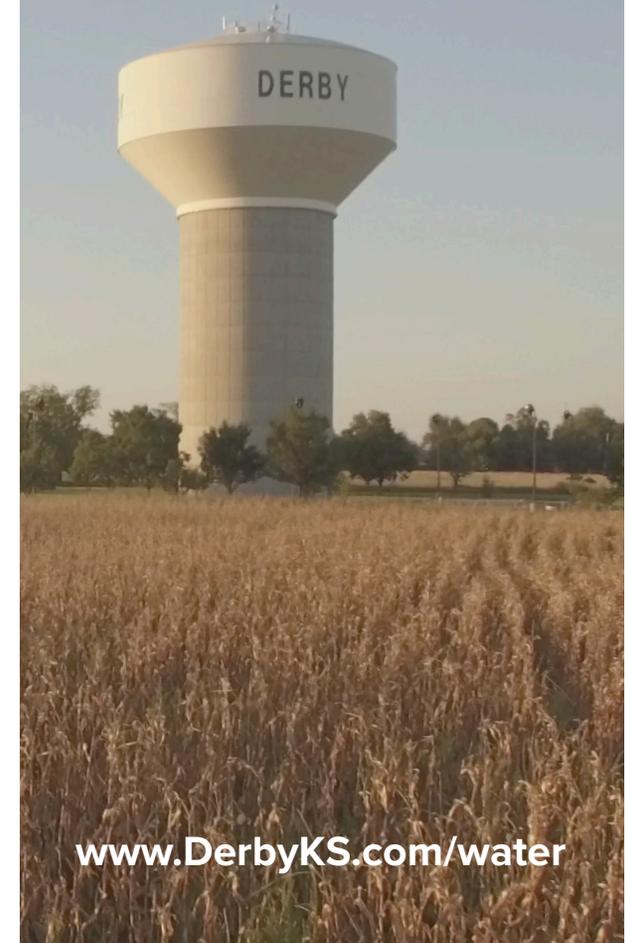
Friday: 7:30 a.m. - 1 p.m.

(316) 788-1424 | DerbyKS.com/water

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

July 2020

Derby Water Customer Guide



www.DerbyKS.com/water



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 electronically each month and bills are generated from the consumption based on the reading.

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, automated calls are sent to all customers who have a remaining balance on their account. If you receive an automated call, it will show up as the City of Derby with the phone number 788-1424. When a call fails to go through, staff will generate an email or mailed late notice. Please keep your current contact number on file so you can be easily reached. Customers who are able to be reached by phone will also receive an additional call as they near their disconnect date if the balance still hasn't been paid.

If you are disconnected for non-payment, you must pay your balance before 4:30 p.m. Monday-Thursday and before noon on Fridays to have services restored the same day.

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 |

Payment & Billing Options

Automatic Bank Draft - free

Enroll in the ACH (Automated Clearing House) payment plan to have your money payment automatically taken out of a checking account at no cost. Forms are available at **DerbyKS.com/water** or by contacting the Water Division to request a form.

Drop Box - free

Located in front of City Hall. Always available.

In Person - free

Pay in person at City Hall, 611 Mulberry Rd., with cash, check or card. Open 7:30 a.m. to 5:30 p.m. Mon.-Thurs. and 7:30 a.m. to 1 p.m. on Fridays.

Mail - postage

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

Online - processing fee

Go to **DerbyKS.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

If you would like to receive your bill via e-mail, visit **DerbyKS.com/water** or call 788-1424 to sign up. Once we receive your authorization and valid e-mail address, bills and notices will be sent electronically.

Online Customer Portal

The City of Derby has an interactive web-based customer portal that features charts, graphs, usage alerts regarding water. Sign up at <https://my-drbks.sensus-analytics.com/> It's free and easy to use.

Frequently Asked Questions

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 **DerbyKS.com**

Q: How do I stop or transfer 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.

Q: The water staff 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.

