CITY OF HERMANN 1902 JEFFERSON STREET
CUSTOMER UTILITY APPLICATION

APPLICANT INFORMATION			
Customer Name		Phone Number	
Social Security #		Date of birth	
Employer		Work Phone	
Employer address			
Email address			

CO-APPLICANT INFORMATION			
Customer Name		Phone Number	
Social Security #		Date of birth	
Employer		Work Phone	
Employer address			
Email address			

SERVICE LOCATION			
Service address		Number residing	
Billing address			
Landlord name		Date service to begin	

A COPY OF DRIVER'S LICENSE IS REQUIRED OF ALL ADULTS RESIDING IN HOUSEHOLD

Have you had electic,water and/or gas service with the City of Hermann before? ____yes ____no

Name of person service was under _____

NAME OF NEAREST LIVING RELATIVE/EMERGENCY CONTACT			
Name		Telephone #	
Address		City	
State	Zip	Relationship to applicant	

CREDIT REFERENCES--NO CREDIT CARD COMPANY			
Name		Name	
Address		Address	

RECEIPT OF CUSTOMER INFORMATION (NATURAL GAS)
Signature _____

OFFICE USE ONLY					
Account #		Residential or Commerical		Refuse Charge	
Electric & Water Deposit			Date Paid		
Natural Gas Deposit			Date Paid		
Copy to Gas Department		Owner of building			

CITY OF HERMANN
1902 JEFFERSON STREET
HERMANN, MO 65041

TO THE CUSTOMERS OF HERMANN MUNICIPAL UTILITIES

WE HAVE BEEN INSTRUCTED BY THE DIRECTOR OF REVENUE OF THE STATE OF MISSOURI, TO HAVE ALL OUR CUSTOMERS FILL OUT THE BELOW INFORMATION:

PLEASE CHECK YOUR PREDOMINATE USE OF ELECTRICITY, GAS, AND/OR WATER:

_____ Domestic Household

_____ Rental House or Apartment (Landlord Pays Utilities)

_____ Rental House or Apartment (Occupant Pays Utilities)

_____ Commerical

_____ Manufacturer

_____ Churches, Schools

_____ Other Non-Profit Entities Specify

_____ Other, Specify

IF WE DO NOT HAVE THIS ON FILE WE WILL BE REQUIRED TO CHARGE STATE & LOCAL TAXES

****

THE ABOVE INFORMATION TO THE THE BEST OF MY KNOWLEDGE IS COMPLETE, TRUE AND CORRECT. IF ELECTRICITY OR WATER PURCHASED RESULTS IN A SALES TAX LIABILITY DUE TO A USE OTHER THAN STATED ABOVE, I ASSUME SUCH RESPONSIBILITY FOR REMITTING SUCH TAX DUE TO DIRECTLY THE DIRECTOR OF REVENUE, STATE OF MISSOURI.

Signature _____

Signature _____

Date _____

Service Address _____

PERMITS REQUIRED

Per Ordinance #985, a permit is required for any sidewalk, curb and gutter, or driveway repair or replacement. Applications are available at the City Office.

Per Ordinance #1390, a building permit is required in compliance with International Building Code (BOCA). Forms are available in the human resource office.

NEW UTILITY CUSTOMERS

A utility deposit for electric, water, and gas is required before service can be turned on or transferred. This deposit is held for **2 years.** If your account has been in good standing with the City, it will then be refunded back to you. If you happen to move before the 2 year period, the deposit will be put toward your final bill. If your final bill is less than your deposit total, the balance remaining will be refunded to you. If the final bill is more than your deposit total, the difference will be due from you. If you would be moving within the City your deposit will follow you to the new location.

Deposits required for change of service

Electric & Water $250.00 deposit (rental property) **Natural Gas $150.00** deposit (rental property)
$125.00 deposit (homeowner) **$ 65.00** deposit (homeowner)

Commercial $250.00 electric
$150.00 gas

Your bill includes charges for the electric, water, gas, sewer, refuse, and tax. **(As of 07/10/26, the sewer will be $31.00 service availability charge plus $.0060 per every gallon of water consumed).** Your bill will reflect a once a year charge for Missouri Primacy Fee and Missouri Sewer Fee (mandated by the state)
We offer level billing for electric and gas (must have 12 month history) and meet eligibility requirements.
We also offer (ACH) direct payment plan to our customers. (applications available)

Trash charge for any residential household is **$18.16** per month with an 8 bag limit per pickup. **(07/10/25)**

Please find attached a listing of the electric water & sewer rates for the City of Hermann. This is to give you an idea of how the utility bills are computed each month. Meters are read monthly (around the 10th of the month).

The City shall have access to your premises at all times in order to read the meters, inspect and make necessary repairs, and install or remove all City owned apparatus. You, the consumer, must keep the area around your meters easily accessible at all times.

If you should have a **natural gas emergency** or if you should smell a natural gas odor inside or outside, please call us immediately at **573-486-4500**. If the odor is strong, leave the premises immediately and call from a nearby phone to report the problem.

Should you anticipate any digging or excavation on your property; the Statutes of the State of Missouri require that you call **Missouri One-Call** at **1-800-344-7483 or 811** the **Nationwide number** at least **3 working days** prior to any work starting. They will notify all member utilities in the area to locate any underground utilities you may have on your property. You will be responsible for notifying any non-member utilities.

Please remember, you, the gas customer, assume all responsibility for the gas piping from the outlet side of the gas meter and all piping inside of the residence or building. All buried piping on the outlet side of the meter (the customer owned side) must be protected from and periodically inspected for leaks and corrosion. The customer is responsible for all appliances and proper venting. At the time of connection the customer will be notified of any unsafe conditions found in the residence or building by the City. The City reserves the right to terminate or discontinue service until such conditions are made safe and can pass City Standards.

EFV's are designed to shut off gas if a service line breaks. Installation of EFV's is not required, but customers have the right to have EFV's installed. Expenses for installing and maintaining the valve are the responsibility of the customer.

Our office hours are 8:00 AM to 4:30 PM, Monday through Friday. We are closed weekends and holidays. We have a **Utility Payment Drop Box** located in front of the building at 1902 Jefferson St. and on the parking lot next to the new fire station at 214 East 2nd St.

The bills are due on the 15th of each month and are accepted if post-marked on or before the 15th. After the 15th the bill is considered delinquent and a 10% penalty will be assessed to the bill. Please make your check for utilities payable to "Hermann Municipal Utilities". **We do send out a friendly reminder on the 16th of the month. If the bill is not paid in full by the 20th of the month, SERVICES WILL BE SHUT OFF! A RE-CONNECT FEE, ADDITIONAL DEPOSIT and ELECTRICAL INSPECTION are required per City Ordinance #1138, section 720.300 and sections 725.110 – 725-120 before any utilities are re-connected. (A copy of the ordinances is available per request.)**

If you own dog(s) or cat(s), you must also purchase a City Dog/Cat License for each pet at a cost of $1.00 per tag. You must have the rabies vaccination certificate in order to obtain a Dog/Cat License. These must be renewed each year. It is unlawful for the owner of a dog/cat, whether properly tagged or not, to permit or allow such dogs/cats to run at large within the City of Hermann, per Ordinance #798. Dogs must be on a leash when not confined.

***Failure to purchase the above license could result in you being issued a ticket by the Hermann Police Department.*

PHONE NUMBERS AND ADDRESSES TO REMEMBER:

Hermann City Office, 1902 Jefferson Street, Hermann MO 65041
(573) 486-5400 (Electric, Water, Sewer, Refuse)

Hermann City Natural Gas, 1902 Jefferson Street, Hermann MO 65041
(573) 486-4500 (Natural Gas Service)

Hermann Police Department, 1902 Jefferson Street, Hermann MO 65041
(573) 486-2211 or 911 if EMERGENCY

CenturyLink, 100 CenturyLink Drive, Monroe, LA 71203
(800) 201-4099 (Telephone Service)

Mediacom, 1211 Wilkes Blvd, Columbia, Mo. 65201
(800) 234-2157 (Cable TV Service)

Callabyte
573-826-2371 (Internet Service)

Community Center, 1902 Jefferson Street, Hermann, MO 65041
573-486-5400

Messmer& Eitmann Senior Center, 196 State Hwy 19
573-486-3230

Hermann Express, % Hermann Area District Hospital, Hermann, MO 65041
573-486-2877

City of Hermann Website
hermannmo.com

HERMANN MUNICIPAL UTILITIES
RATES AND CLASSES OF SERVICE

Residential Service Rates:
EFFECTIVE 7/10/2026

$30.00 per month customer charge plus **$.1167** per kilowatt-hour

Dusk to Dawn Light
$10.00 charge per month for Dusk to Dawn lighting.

****

The Natural Gas monthly rate per ccf is listed on the utility bill.

Commercial Service Rates:
EFFECTIVE 7/10/2026

Light Rate - No Demand (Single phase service up to and including 200 amps
$35.00 per month customer charge plus **$.1153** per kilowatt-hour

Light Rate - Demand (Single phase service > 200 amps
$35.00 per month customer charge
$6.12 Demand charge, plus **$.1010** per kilowatt-hour

Three phase service with demand 100 KW or less
$45.00 per month customer charge
$6.12 Demand charge, plus **$.1010** per kilowatt-hour

Power Rate I (over 100 KW Demand)
$60.00 per month customer charge
$6.12 Demand charge, plus **$.0958** per kilowatt-hour

Power Rate II (over 500 KW Demand)
$125.00
$6.12 Demand charge, plus **$.0856** per kilowatt-hour

****WATER RATES****
EFFECTIVE 08/10/2016

Minimum Charge-2,000 gallons	**$15.90**	**10,100 to 11,000 gallons**	**$86.10**
2,100 to 3,000 gallons	**$23.70**	**11,100 to 12,000 gallons**	**$93.90**
3,100 to 4,000 gallons	**$31.50**	**12,100 to 13,000 gallons**	**$101.70**
4,100 to 5,000 gallons	**$39.30**	**13,100 to 14,000 gallons**	**$109.50**
5,100 to 6,000 gallons	**$47.10**	**14,100 to 15,000 gallons**	**$117.30**
6,100 to 7,000 gallons	**$54.90**	**15,100 to 16,000 gallons**	**$125.10**
7,100 to 8,000 gallons	**$62.70**		
8,100 to 9,000 gallons	**$70.50**		
9,100 to 10,000 gallons	**$78.30**		

*****In excess of 16,000 gallons, $2.90 per 1,000 gallons or fraction thereof.**

****SEWER RATE****
Effective July 10, 2026
$31.00 Service availability charge plus $.0060 per gallon of water consumed.

HERMANN VOLUNTEER FIRE COMPANY NO. 1

Information on Annual Fire Membership Dues

THIS IS NOT A BILL

OFFICIAL BILL TO BE SENT OUT IN JUNE EACH YEAR

Contributions to Hermann Fire Company No. 1 Inc. for your property (or vehicle incident coverage for citizens that rent) are due by July 31 of each year.

Many individuals do not realize the correlation between the strength of our Fire Department and our homeowner's insurance (ISO). The better equipped and trained our department is, the lower our ISO rates are. Our current ISO rating is 5 on a scale of 1 to 10. With that in mind, it's easy to see a direct benefit for citizen's when we help our department, especially by paying yearly dues to help fund tools and equipment they need when disaster strikes. Below is a chart showing how dues are figured for the residents and businesses within the City of Hermann.

CURRENT RATES

PROPERTY DESCRIPTION	FEE	PROPERTY DESCRIPTION	FEE
RESIDENCE/RENTAL/ACREAGE/VACANT LOT	$60	COMBINATION RESIDENCE & BUSINESS/INN/GUEST HOUSE/BNB	$190
SMALL INDIVIDUAL BUSINESS	$90	HOTEL/MOTEL	$250
LARGE INDIVIDUAL BUSINESS	$125	FACTORY	$490
2-FAMILY RESIDENCE/APARTMENT/DUPLEX	$100	HOSPITAL/NURSING HOME/ASSISTED LIVING / SENIOR CENTER	$490
INNS/GUEST HOUSE/B&B	$140	VEHICLE COVERAGE FOR RENTERS	$50
THREE OR MORE APARTMENT BUILDING	$190	FALSE ALARM (after 3rd alarm)	$120

The initial fire and/or accident call is $100 plus $500 for the first hour and $500 for every hour or portion of an hour after the first hour to NON-MEMBERS. Homeowners paying dues covers both fire and vehicle incident.

PAY RENT? Please note that your landlord covers the dues for the property, but you are NOT covered in the case of a vehicle incident. To be covered you can pay $50 a year.

QUESTIONS? Contact Us

Hermann Volunteer Fire Company No. 1
Attn: Randi Jacquin
PO Box 446
Hermann, MO 65041
573.205.9173 (texting preferred)
hermannfiredues@hotmail.com

Revised 11.21.25

CODERED
By CRISIS24

ENROLLMENT

STAY INFORMED!
REGISTER FOR CODERED ALERTS.
IT'S EASY AND QUICK TO ENROLL

CITY OF HERMANN

STEP 1 – GO TO REGISTRATION PAGE

VISIT

https://accountportal.onsolve.net/hermanncitymo

OR

TEXT THE FOLLOWING KEYWORD TO **24639**

HERMANNALERTS

STEP 2 – CREATE PROFILE

A — **The fastest and easiest way** is to sign in via SSO with your **Google, Facebook, or X** account. If using SSO, proceed to Step 3 after completing the sign-in process.

OR

B — Click **REGISTER** to set up a new profile.
This will take you to Steps 2.1 & 2.2

STEP 2.1 – FILL IN YOUR DETAILS

- Add your details on the **Create an Account** form.
- Tick the privacy statement and the CAPTCHA boxes.
- Click **NEXT** to continue (the button will turn blue when all fields are complete - all fields are mandatory).

STEP 2.2 – ENTER VERIFICATION CODE

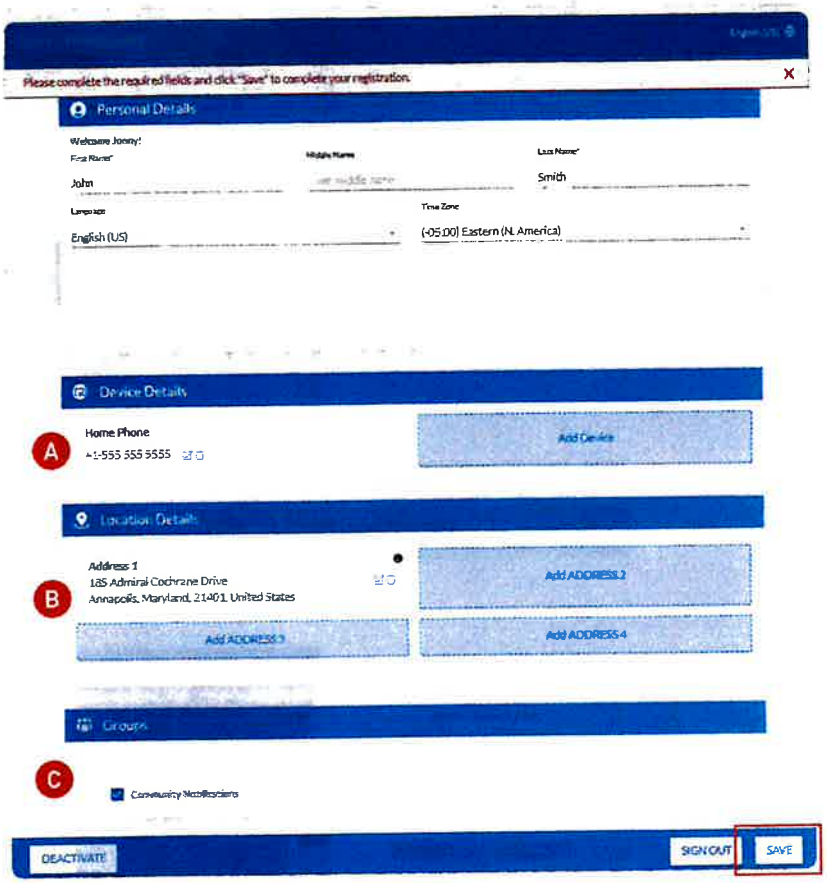
A — Select your Preferred Contact Method **to receive the verification code** (this is not for receiving Alerts – just the code).

B — Enter the code you received and click **NEXT.**

STEP 3 – ADD YOUR ALERT PREFERENCES AND LOCATION

Follow the instructions to complete sections, A, B, and C, and then hit SAVE to finalize your enrollment.

Please note that the details on this page may differ, depending on how it was set up by your community.



IMPORTANT: AFTER COMPLETING THE STEPS, CLICK SAVE TO FINALIZE YOUR REGISTRATION.

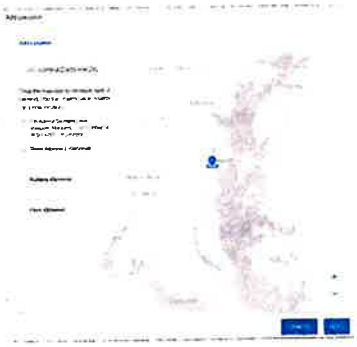
ONCE YOU HAVE CLICKED **SAVE,** THE PROCESS IS COMPLETE. YOU WILL BE NOTIFIED BY YOUR SELECTED DELIVERY METHODS SHOULD ANY ALERTS BE ISSUED.

A — DEVICE DETAILS

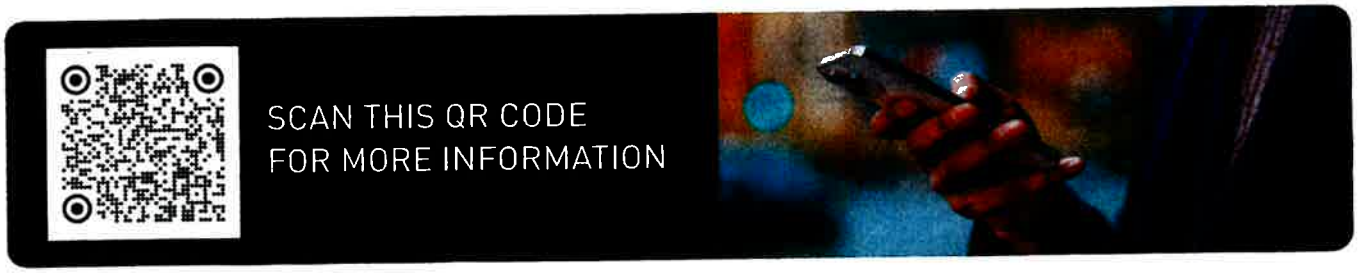
- Click **Add Device**
- Select the Device Type; choose between **SMS, Voice,** and **Email** and add the respective details required to receive Alerts by that method.
- If you would like to limit who can see your contact details in CodeRED, turn the **Privacy** switch on.
- Click **ADD** to save the entry.
- You will see it appear on your **main dashboard.**
- **Repeat the process** to add other delivery methods and/or other devices.

B — LOCATION DETAILS

- Click **Add ADDRESS**
- Use the map to find your location or use the **Add Location** dropdown on the top-left to open a search box and type in your address (If the pin is not exactly on your location, you can move it manually for precise positioning).
- Click **ADD** to save the entry.
- **Repeat the process** to add other locations.



C — GROUPS

These may show **additional optional communications** on offer in your locality.

- **Select the respective boxes** to receive those messages.