

WELCOME TO CANTON!

It is with great pleasure we welcome you to Canton! We are proud of our community and are always happy for new residents to become part of it. You will find Canton a friendly town, generally quiet and peaceful. We are home to Canton R –V School and Culver-Stockton College, both preparing our young people and our community for a bright future.

We encourage you to enjoy our playgrounds, ball diamonds, riverfront campgrounds, picnic areas, parks, and our library. We have summer ball leagues for children of all ages & a fall soccer league. I am sure you will find a cordial welcome in the church of your choice, as well as in the many civic groups and organizations.

We encourage you to attend our city council meetings the third Monday of each month, at 7:00 pm, in City Hall. You can find other useful information at our website, showmecanton.com, and on our Facebook pages for the City, Parks, and Tourism Commission.

The following is a list of your local officials and helpful telephone numbers:

Mayor	Jarrold Phillips	(573) 288-1072	
1st Ward Alderman	Robin Bracey	(573) 719-4600	
1st Ward Alderman	Patti Mathieson	(660) 341-0469	
2nd Ward Alderman	Dan Steinbeck	(573) 242-8640	
2nd Ward Alderman	George Hausdorf	(217) 440-0099	
3rd Ward Alderman	Jeff Janney	(573) 288-3623	
3rd Ward Alderman	Sharon Upchurch	(573) 231-6149	
City Attorney	Dennis Smith	(573) 288-4461	
Chief of Police	Ryan Crandell	(573) 288-4412	
PD Clerk/Code Enforcement Officer	Joy Brewer	(573) 288-4412	
Police Officer/School Resource Officer	Justin Allen	(573) 288-4412	
Police Officer	Joshua Davis	(573) 288-4412	
Police Officer	Greg Monroe	(573) 288-4412	
Police Officer	Logan Steiner	(573) 288-4412	
Public Works Director	Cynthia Kell	(573) 288-4413	
City Clerk	Christina Seangmany	(573) 288-4413	
City Collector/Municipal Court Clerk	La Trisha Crist	(573) 288-4413	
Building Inspector	Monte Stock	(217) 223-1795	
City Hall	(573) 288-4413		<u>Emergency</u> 9-1-1
Public Works	(573) 288-4413		<u>Ambulance</u> 9-1-1
Public Works Emergency	(660) 216-5103		<u>Fire</u> 9-1-1
Canton R-V School	(573) 288-5216		<u>Police Department</u> (573) 288-4412
Culver-Stockton College	(573) 288-5221		<u>Lewis County Sheriff</u> (573) 767-5311
Canton Public Library	(573) 288-5279		<u>MO State Highway Patrol</u> (660) 385-2132
Canton Post Office	(573) 288-3171		<u>Poison Control Center</u> (800) 366-8888
AmerenMissouri - electric	(800) 552-7583		
Liberty Utilities - gas	(855) 872-3242		<u>Liberty Utilities Emergency</u> (855) 644-8134
Driver's License Office	(573) 767-1216		

Again, our most sincere welcome!
Jarrod Phillips, Mayor

UTILITY SERVICE BILLING

Utility service bills are payable IN FULL by 5 pm on the fifteenth (15th) day of the month. If the 15th is not a business day for the City, the bill is payable in full by 5 pm on the next regular business day for the City. Any balance not paid at that time will be subject to a nine percent (9%) penalty which will be added to your bill. You will be rebilled to include the penalty added to the account. **Failure to pay your utility service bill by 5 pm on the twenty-fifth (25th) day of month (or 5 pm on the next regular business day for the City if the 25th is not a regular business day) can result in disconnection (actual physical disconnection or administrative disconnection) of your utility services which would add an additional \$75 administration fee to your balance due to the City.** *Avoid the disruption in service and the additional fee by contacting the City as soon as you know you will not be able to pay your bill by the 25th to set up a payment agreement in writing.*

Your utility service billing covers water, sewer, and trash collection services. Meter readings generally take place on the 20th of each month. Bills are mailed to customers on the last business day of the month. You should receive your bill within the first few days of the next month. If for some reason you do not receive your bill, you are welcome to contact us and we will provide you with the information you need. Failure to receive a bill does not keep you from being responsible for it.

Payments for utility services may be made in a variety of ways. You can pay by cash or check at City Hall during business hours. After hours payments by cash or check can be made by using the drop slot to the side of the City Hall entry door. If you choose to mail your payment we recommend using a check or money order. You may pay using a credit or debit card or eCheck on line through our website, showmecanton.com, using the "Pay Your Bill" link on the homepage. You can also use those methods with us by phone or in person during our regular business hours. Any payment using a card or eCheck will generate an additional service fee which does not go to the City, but goes to the company that processes our electronic transactions. You may also opt to sign up for a routine monthly direct payment from a bank account. No service fee is involved with that method of payment. You are provided with a way to pay your bill at any time, day or night.

If you move to another address within the City limits of Canton, a \$25. non-refundable transfer fee may be paid in lieu of a new \$75. deposit.

If your payment on your utility account is more than your amount due, it should be know that an excess amount **under** \$1 will be deposited into a Parks improvement fund called Round Up. Feel free to use this process intentionally. Credits of \$1 or more will be noted on your next utility service bill.

TRASH PICK UP

- * Weekly trash collection day - Tuesday
- * Trash collection time - 6:00 am
- * Trash collection location - on the curb next to the street (where the tote was originally placed by Republic Services) with three (3) feet of free space of all sides of it. The wheels and handles must be facing the residence.
- * City Wide Clean-Up (bulk items) twice a year – watch your utility service bills and the local newspaper for details.
- * Questions and concerns may be directed to City Hall at (573) 288-4413. This includes any issues about your tote being damaged or missing.
- * Grass clippings and brush are to be taken to the City's yard waste collection site located on the west side of State Hwy B/N 4th St. just north of the levee gates. **Only clippings and brush are to be taken to the yard waste site. NO garbage, NO demolition materials.**

Round Up Program

- * The round up program is a voluntary program to help the city parks. You can pay extra on your utility service bill by rounding-up to the nearest dollar amount. The extra change will go to park improvements.

Utility Connections Policy

- All utility connection requests will have the deposit paid in advance of connection either by check, cash, credit/debit card, transfer, or payment agreement.
- Connections will be completed by Public Works employees only.
- No connection will be completed without a resident or resident representative present with access to the property to ensure no leaks are found. The resident or representative must sign the work order ensuring that there is no evident leaks on the customer side of the meter.
- The Public Works employee must ensure the meter is not turning when the meter vault is closed and sealed. By signing their name to the work order, the employee is stating the meter is not turning and the Public Works employee has no reason to believe that the water service has a leak.
- Residents requesting utility service connection must adhere to the following guidelines:
 - ✓ The Public Works department will offer A.M. (8 am to noon) and P.M. (noon to 4pm) utility connections only.
 - ✓ All A.M. connections must be received by the Public Works Department not later than 7:30 am on the day the connection is to be made and they will be completed by the Public Works Department between 8am and noon.
 - ✓ All P.M. connections must be received by the Public Works Department not later than noon on the day the connection is to be made and connection will be made between noon and 4pm.
 - ✓ The resident or representative must be present in order for the utility service to be connected. Upon arrival, the Public Works employee will knock on the door to make contact with the resident. If contact is not made, the employee will contact City Hall and inform them that no one appeared when they knocked. The employee will wait five minutes and if no one appears, the employee will leave the premises. The resident will need to reschedule the utility connection using the above parameters for connections.

Emergency Disconnect Policy

- If a utility service customer calls, summons, or otherwise gets the attention of a Public Works employee to temporarily disconnect their water due to leaks, maintenance, installation of fixtures, etc., it will be the policy of the Public Works Department to not turn the water service back on until a shut off valve is installed on the customer's service line. There will be no stipulations put on the type or quality of valve installed or qualifications or experience of installer as it will be installed on the customer's service line for their own private use. It would be suggested that the valve be installed in a location that is easily accessible within four feet of where the water line pierces the foundation/floor and that the valve is operated on a yearly basis to ensure proper operation. This policy will not apply to water leaks between the meter and the primary structure of the property.

Meter Reading Policy

- It will be the policy of the city of Canton Public Works Department to physically read all meters within our system on a monthly basis starting as close to the 20th of each month as possible.
- Due to certain conditions whether it be extreme weather, natural disaster, etc., the Public Works Department can estimate meter readings for a portion or all meters within the system.
 - ❖ Meters will not be read and estimated bills will be mailed if the air temperature is not forecasted to rise above freezing (32 degrees F or 0 degrees C) during the normal meter reading time frame. The meter pits/vaults will normally hold the temperature above freezing, protecting the meter from freeze damage. Opening the pit/vault allows the heat to escape putting the meters at risk of freezing. Also when the lids are removed, condensation on the lip of the ring and lid will sometimes freeze, making it impossible to reseal allowing the temperature within the pit to drop and put the meter at risk of freezing.
- When meters are estimated, our billing software automatically averages based on the past 12 months of usage. Depending upon the reason for not reading, you may request a re-read once the bill has been issued. If the same conditions exist that kept the meter from being read, the re-reads will be done once the hazard has fully cleared and all essential services have been preformed.
- It will be the collective decision of the Mayor and the Public Works Director whether or not to read or estimate the water meters.

Swimming Pool Filling From Fire Hydrant

- It will be the policy of the City of Canton from May 16th, 2011 forward that no swimming pool will be filled directly from a fire hydrant or flushing valve using any City of Canton equipment (except meter) or personnel. If the resident or pool company wishes to acquire enough hose with the proper type of connections and back-flow protection, the City of Canton will install a meter with a valve for use by the resident. The resident will be charged a minimum and usage on said meter from the time it is installed until it is removed by the Public Works Department. The City of Canton will not be responsible for any damage to personal property or loss of water resulting from vandalism, equipment malfunction, etc.

- No crossing of streets will be allowed when filling a pool from a fire hydrant.

Canton Recycling Center

509 North 4th Street – Canton, Missouri

HOURS: Saturdays

9:00 a.m. – 1:00 p.m.

Closed on Holiday Weekends

We are a community volunteer project. If you, your family, or an organization you belong to would like to consider getting involved in this project, or you need more information about this program please contact Cindy Kell or La Trisha Crist through Canton City Hall at **573-288-4413**.

Items accepted for recycling include the following and **should be sorted** as follows:

PAPER -Sorted as follows:

1. **Newspapers, Non-Slick Catalogues, and phone books**
Anything that comes with the newspaper stays with the newspaper.
2. **Office Paper/shredded office paper**
3. **Magazines/Catalogs**

Cardboard- Sorted as follows:

1. **Corrugated Cardboard Boxes** – Broken down flat
2. **Single Layer cardboard:** cereal boxes, beer & soda cartons- Broken down flat

Plastics -Sorted as follows:

#1 Plastic

Please drain, flatten, and put cap back on drink bottles.

#2 Plastic Milk Jugs

Please rinse, drain, flatten, and put cap back on the jugs.

#2 Plastic other colors

#5 Plastic

We are unable to accept any other grades of plastic.

Aluminum – Soda and Beer Cans ONLY

Please drain completely and flatten.

Tin Cans – Rinsed clean and flattened – flattened saves space

We cannot recycle styrofoam, Christmas wrapping paper, or glass.

Please Do Not Leave Any Items Outside When The Recycling Center Is Closed!
Items Left Outside Will Be Considered Trash And Taken To The Landfill.

RETURN CHECK POLICY

City of Canton

\$20.00 RETURN CHECK CHARGE

When the bank returns a check refusing payment, the City of Canton will:

1. Write a letter to the issuer giving them ten (10) business days from the date of the letter to bring in cash, cashier's check, or money order for the returned check amount with the addition of \$5.00 for the bank fee, as well as a \$15.00 fee for the City of Canton.
2. At the end of the time given to the issuer to pick up the returned check, if the check remains outstanding, discontinuance of utility service will occur and a \$75.00 administration fee will be added to the amount due.
3. Also, the check will then be filed with the Lewis County Prosecutor's Office.

CITY OF CANTON MO

**AUTHORIZATION AGREEMENT FOR DIRECT DEBITS
(ACH DEBITS)**

I (we) hereby authorize the City of Canton, hereinafter called Company, to initiate debit entries and to initiate, if necessary, credit entries and adjustments for any debit entries in error, to my/our checking/savings account indicate below and further authorize the depository named below, hereinafter called Depository, to debit and/or credit the same to such account.

DEPOSITORY NAME _____ **BRANCH** _____
DEPOSITORY CITY _____ **STATE** _____ **ZIP** _____
TRANSIT/ABA/ROUTING NUMBER _____
ACCOUNT NUMBER _____ **CHECKING** ___ **OR SAVINGS** _____

I am attaching a voided check and/or deposit slip for the above numbers to be identified as correct.

This authority is to remain in full force and effect until Company has received written notification from me (or either of us) of its termination in such time and in such manner as to afford Company and Depository a reasonable opportunity to act on it.

SIGNATURE

DATE

PRINTED NAME

UTILITY ACCOUNT NUMBER

City of Canton

Volunteer Form for Boards, Commissions, and Committees

Boards, Commissions, and Committees of Interest

___ Parks Board

___ Planning Commission

___ Board of Adjustment

___ Tree Board

___ Library Board

___ Tourism Commission

___ Historic Preservation Commission

___ Canton Recycling Center

___ Other interests _____

Name: _____

Address: _____

Home Phone: _____ Cell Phone: _____

Email: _____

Background: _____

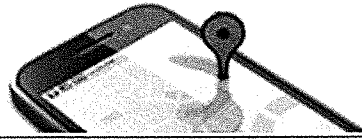
Reason for volunteering: _____

Previous experience on Committees, Commissions, or Boards: _____

Your form can be

- mailed to: City of Canton
PO Box 231
Canton MO 63435
- dropped in the slot at: Canton City Hall
106 N 5th St
Canton MO 63435
- scanned and emailed to: cantonicityclerk@centurytel.net
- faxed to: 1-573-288-3738

Thanks for your interest in community service!



City of Canton MO

Please take a moment to fill in the appropriate information below to be notified in the event of emergency situations or critical community alerts. Examples include: city utility service interruptions, boil water notices, and missing child reports.

You also have the option to set up your own CodeRED account through our webpage, showmecanton.com. Click on the CodeRED icon on the homepage.

Contact Information:

NAME (First and Last, or Business)

Address & Communication Methods:

Address is: Residential Business

LOCATION ADDRESS

Phones:

PHONE 1

MOBILE Y/N

MOBILE PROVIDER NAME

TDD/TTY device - Tone delivery, for hearing impaired

Send text messages - 1 message per alerting event. Message and data rates may apply.

PHONE 2

MOBILE Y/N

MOBILE PROVIDER NAME

TDD/TTY device - Tone delivery, for hearing impaired

Send text messages - 1 message per alerting event. Message and data rates may apply.

Emails:

Email address:

Alert Types: Emergency Notifications

Privacy Policy

Emergency Communications Network, Inc. Privacy Policy

The Emergency Communications Network, Inc. (ECN) values your privacy. The information we collect while you visit our website is designed to assist ECN in serving you when notifying you in case of an emergency. The data that you input onto ECN web pages is kept in ECN custody. It is kept confidential and we take reasonable and appropriate steps to protect the information that you share with us from unauthorized access or disclosure. We do not intentionally collect Personal Information from anyone we know to be under 13 years of age.

Your information may display on an authorized CodeRED user's screen describing the disposition of calls sent to you through the normal use of the CodeRED system. This information will continue to remain in ECN custody and will not be released unless compelled to do so by a court of competent jurisdiction.

ECN Web sites and ECN operational service providers collect and use your personal information to operate ECN Web sites and deliver the services you have requested only. ECN does not sell, rent or lease this information to third parties.

ECN welcomes your comments regarding this Statement of Privacy or other services ECN provides. If you have any questions, please contact ECN by telephone, e-mail, or postal mail.

ECN does not sell, rent or lease its customer lists to third parties.

ECN Privacy

Emergency Communications Network Inc.
780 W. Granada Blvd, Suite 200 Ormond Beach, FL 32174
386-676-0294