

Dear Property Owner,

Boone County Regional Sewer District (BCRSD) recently transitioned its billing operations from Boone Electric Cooperative to a new billing platform, Muni-Link. During this transition, we identified a significantly higher rate of payment delinquency among tenant-occupied properties. Currently, approximately 82% of delinquent accounts are associated with properties that are not owner-occupied.

BCRSD is organized under Chapter 204 of the Revised Statutes of Missouri (RSMo), which governs certain sewer districts. Specifically, Section 204.455, RSMo, provides that delinquent sewer charges may become a lien against the property receiving service. As a result, unpaid sewer bills incurred by tenants can create financial consequences for property owners.

Because property owners ultimately bear this risk, we believe it is important to communicate these concerns and outline the steps BCRSD is proposing to address delinquent accounts.

Proposed Changes to Billing Responsibilities

At its regularly scheduled meeting on Monday, November 23, 2026, the BCRSD Board of Trustees will consider proposed amendments to the District's User Rate Regulations regarding billing responsibilities for non-owner-occupied properties. A public comment period will be provided before the Board considers these changes.

The proposed amendments would establish the following procedures:

- **Accounts in Good Standing:** Tenants who consistently pay their sewer bills on time may continue to maintain accounts in their names. BCRSD does not intend to transfer these accounts to property owners unless the accounts become delinquent or a change in tenancy occurs.
- **Delinquent Accounts:** Accounts that are currently, or subsequently become, more than 30 days delinquent would be transferred into the property owner's name. Once transferred, the account would remain in the property owner's name for all future billing.
- **Changes in Tenancy:** When a tenant vacates a property, the sewer account would be transferred into the property owner's name. The property owner would then remain the account holder and be responsible for sewer charges associated with subsequent tenants.
- **Payment Arrangements Between Owners and Tenants:** Property owners may continue to arrange for tenants to pay sewer bills directly. However, the property owner would retain ultimate responsibility for ensuring that all charges are paid in a timely manner.

Our Commitment to Fair and Sustainable Rates

We recognize that many tenants are responsible customers who consistently pay their bills on time. These proposed changes are not intended to penalize those customers, but rather to improve payment accountability, reduce outstanding balances, and protect the financial stability of the District.

Timely payment of sewer charges is essential to maintaining reliable wastewater services and managing operating costs. By reducing delinquencies, BCRSD can help minimize the financial burden placed on other customers and reduce the need for future rate increases.

We appreciate your understanding and encourage property owners to participate in the public comment process as the Board considers these proposed changes.

If you have questions or would like additional clarification, please contact our office at bcrsd@bcrsd.com.

The proposed amendment to BCRSD's User Rate Regulations is provided below for your review.

Sincerely,

Boone County Regional Sewer District

EXHIBIT A

Proposed Regulation Revisions

2.18.1 Liability For Payment of Accounts and Applications for Service - The liability for payment of any user charges, connection fees, or other charges levied by the sewer district shall be against the owner or owners of real property which is connected to District sanitary sewers made available for collection and treatment of waste water generated on the property and such property is subject to a statutory lien for payment as provided in section 204.455, RSMo. ~~The District may permit the establishment of customer accounts by tenants, lessees and other persons who occupy or use property which is connected to District sanitary sewers with the express or implied consent of the property owner(s).~~ Beginning _____, 2026, all District customer accounts shall be issued, held and maintained for all purposes, including but not limited to billing and payment for services, in the name of the owner or owners of the real property which is connected to District sanitary sewers. District customer accounts established in the name of an individual other than the property owner, such as tenants, lessees or other persons who occupy or use the property, prior to _____ 2026, may remain in the name of the current customer until the earlier to occur of: 1) such account becoming delinquent as defined by District regulations; 2) closure of the account by the customer in whose name the account is held or otherwise; or 3) the customer in whose name the account is held no longer occupies the property subject to the account. ~~The continuation but the establishment of such existing accounts in the name of an individual other than the property owner~~ shall not relieve the property owner(s) from financial responsibility for payment of all such user charges, connection fees, or other charges levied by the sewer district, nor otherwise affect the discharge rights to assert a lien against the property served under section 204.455, RSMo. Customers shall apply for sewer service by submitting their name and address, the kind of service requested, and the location to be served. No customer shall be refused service due to race, sex, creed, national origin, marital status, age, number of dependents, source of income, or place of residence in the service area.