

## **Sikestonbmu.org**

### **Frequently Asked Questions**

Q: How do I contact the Sikeston BMU?

A: Our telephone number is 573-471-3328. Our mailing address is P.O. Box 370 Sikeston, MO 63801

Q: Where is the Sikeston BMU office?

A: 107 E. Malone Avenue, At the corner of Malone Avenue and New Madrid St.

Q: Is this the address where I pay my bill?

A: Yes. There are cashiers inside and a drive-through window ready to receive your payments between the hours of 8:00 AM and 5:00 PM Monday – Friday.

Q: Can I make a payment after hours?

A: Yes. Our night deposit is located next to the drive-in window.

Q: Can I connect my services over the telephone?

A: No. To establish service, we must have signatures and an application for service completed for our customer file.

Q: Can I disconnect my services over the telephone?

A: No. We must have a signature to connect or disconnect service. If you cannot come in person a friend or family can sign for you and provide us with a forwarding address.

Q: Do I have to pay a deposit?

A: If you have had service with another utility for over one year and a good payment history you may get a credit letter from that utility and avoid paying a deposit. Otherwise, a deposit will be required.

Q: How much is the deposit?

A: Every location has its own deposit based on the average monthly bill. The deposit is twice the average monthly bill. Please contact the Service Desk at 573-471-3328 for information on deposits.

Q: What number do I call to make payment arrangements?

A: Call 573-475-3222.

Q: I want to put up a new fence in my yard. Should I have the utilities located and marked before I dig?

A: Definitely!!! Call **Dig Rite** at 1-800-344-7483. Dig Rite will come to your address and locate all the utilities crossing your property. The service is FREE.

Q: What is budget billing and how do I get it?

A: Budget Billing allows customers to pay their utility bill in equal monthly installments. An Average of the past twelve months' billing is used to calculate the monthly payment. A customer must have received service continuously at his/her present address for at least twelve months and have a good payment history with BMU to be eligible for Budget Billing.

Q: Can I have my utility bill paid directly from my bank account?

A: Yes. We must have a signed authorization and a voided check. Stop by our office and talk with one of our Customer Service Representatives.

Q: My power is off but all my neighbors have power. What should I check before I call and report it?

A: First, check the main breaker in your house.

Q: When the power plant is shut down where does Sikeston get power?

A: The Sikeston BMU electric system is connected to the national power grid through contracts with the Southwestern Power Administration. SWPA is an agency of the U.S. Department of Energy and is responsible for marketing the hydroelectric power produced at 24 U.S. Army Corps of Engineers multipurpose dams. SWPA maintains an electrical substation located just west of the Sikeston Power Station. Sikeston BMU's connectivity at this substation provides the city with a constant link to the national power grid and a steady flow of electricity when we need it.

Q: Why do the tree trimmers trim the trees so far back from the power lines?

A: Two reasons. First, the trees in this area grow very fast. We trim a substantial amount in order to keep the necessary safe area around the power lines for a reasonable amount of time. Second, we trim a sufficient area around the lines so that limbs are not blown into our lines during periods of high winds such as thunderstorms.

Q: I have Sikeston Board of Municipal Utilities bonds. What should I do when the bonds are called?

A: The Trustee is the St. Louis office of The Bank of New York. Call the bank at 1-800-254-2826 for instructions.

Q: What causes rusty water?

A: Rusty water is normally caused by a sudden disturbance in the water main. Sudden temperature changes or firefighters opening a fire hydrant can create this type of disturbance. When these disturbances occur, iron and manganese deposits often break loose and cause a discoloration or rusty appearance in the water. If you experience rusty water, first turn on your faucets and run them for several minutes. If the water does not clear up call us at 471-3328 and ask for the Service Desk. We will flush the lines if necessary.

Q: What causes power outages?

A: There can be many possible causes. The most common causes are mechanical, such as transformer failures. Weather related causes include ice build-up on the lines causing them to break. Squirrels and other wildlife often get into transmission equipment and lines causing outages. We also must shut areas of our system down occasionally for periodic maintenance.

Q: Who are the available backflow installers / testers?

A: Here is a list of Certified Backflow Installers / Testers.

Bolen Brothers Landscaping  
1018 Linn St.  
Sikeston, MO 63801  
Phone: Office (573) 472-1212 Home (573) 471-8767  
Contact: Mike Bolen

Evergreen Lawn Irrigation  
P.O. Box 764  
Matthews, MO 63867  
Phone: Office (573) 380-5980  
Contact: Nathan Beck or Daniel Beck

Rainwater Landscaping & Irrigation  
414 Dacus  
Sikeston, MO 63801  
Phone: Office (573) 471-1333 Home (573) 471-1333  
Contact: Todd Murphy

Chris Helms  
1707 Kentucky  
Sikeston, MO 63801  
Phone: Office (573) 472-2533 Home (573) 472-2533

Dutch Enterprises  
4832 Old Cape Rd. E  
Jackson, MO 63755  
Phone: 573-243-3193  
Contact: Brian Harris

C.R. "Sam" Work  
Phone: Home (618) 776-5478 Cell (573) 270-5717