



CITY OF WILLARD

WATER ADVISORY BOARD MEETING

October 15, 2025 at 5:30 PM

Willard City Hall, 224 W. Jackson St., Willard, MO

AGENDA

Update Posted on October 14, 2025, at 4:00 p.m.

The tentative agenda of this meeting includes:

CALL THE MEETING TO ORDER

- 1. ROLL CALL**
- 2. AGENDA AMENDMENTS/APPROVAL OF AGENDA**
- 3. APPROVAL OF MINUTES**
- 4. CITIZEN INPUT**
- 5. FINANCIAL STATEMENTS**
- 6. DIRECTOR'S REPORT**

A. Discussion of:

AN ORDINANCE ESTABLISHING A CUSTOMER ROUND-UP AND DONATION ASSISTANCE PROGRAM FOR THE CITY OF WILLARD, MISSOURI, AUTHORIZING COLLECTION AND ADMINISTRATION OF DONATED FUNDS TO ASSIST CUSTOMERS IN NEED (15 minutes)

- 7. NEW BUSINESS**
 - A. Discussion on Rates**
- 8. UNFINISHED BUSINESS**
- 9. ADJOURN MEETING**

If you have special needs which require accommodation, please notify personnel at the City Hall. Representatives of the news media may obtain copies of this notice by contacting the City Clerk at 417-742-5302.

Rebecca Hansen, City Clerk

City of Willard
WATER ADVISORY BOARD
August 20, 2025

Members Present: Bryan Chapman, Scott Long, Kem Reed, Angie Wilson. (Absent: Kelly Davis)

Others Present: Rebecca Hansen, Carolyn Halverson, Trevor Hoffman, Mike Ruesch, Larry Whitman (resident), Wes Young

Upon motion by Scott Long, seconded by Angie Wilson, the committee voted unanimously to approve the meeting agenda.

Upon motion by Wilson, seconded by Long, the committee voted unanimously to approve minutes from the July 23, 2025, meeting.

Citizen Input: None.

Financial Statements

The committee acknowledged receipt of City of Willard financial statements. Reed requested an additional column showing the previous year for comparison. Reed asked the CFO for explanation of grant receipts. Carolyn Halverson explained EPA grant funds were received for the Farm Road 94 Force Main, and ARPA grant funds for the Meadows force main.

City Administrator Wes Young stated added revenue from the May 2025 rate increases is approximately \$400,000. Reed suggested the committee take more time to look over the financial statements and present any questions at the next meeting.

Director's Report

Public Works Director Trevor Hoffman explained Viking Tanks is helping develop specs for the water towers project, and the project will likely be bid in 2026.

Hoffman stated Cochran Engineering will provide direction on well and tower sites.

Hoffman reported the water line replacement on Langston St is complete. Public Works replaced 2-inch line with 6-inch C900 main. They found and repaired a significant leak.

Hoffman explained the Jackson Street water line project is nearly complete, in which they installed 8-inch PVC C900 and added a fire hydrant at Jackson and Perryman Streets.

Reed asked about the status of the 94 Force Main repair project. Hoffman stated it is out to bid, with bid opening mid September. He also stated the Jackson street sidewalk project is out to bid.

Long asked about the possibility of painting the water towers every 3 to 5 years. Young explained rates will need to support the committee's recommendations. Long asked about the possibility of a bond issue. Young answered the city has historically been averse to bond issues.

Rate Program Discussion

Young explained he plans to present a 9 percent water and 9 percent sewer rate increase to the Board of Aldermen in October, with subsequent increases of at least 9 percent each year through 2030. The proposed increases will be presented at a public hearing. The request is based on an assumption of a 1 percent growth rate in the city. He stated two active commercial development discussions are ongoing, and that a separate commercial rate might be possible in the future.

Young reported the Board of Aldermen approved retaining a lobbyist to try to acquire state funds to upgrade "B" Lift Station and extend force main. Mike Ruesch explained a future sewer plant would work with this, if the city were to build one in the future. Young explained a study 3 years ago indicated "B" lift station receives 40 percent of Willard's wastewater but has the smallest pumps. Young stated he equates the sewer project to economic development.

Wilson asked when the sewer reserve fund would reach the level required by Missouri Department of Natural Resources. Young stated he was not certain, but thought it would be approximately 5 years. Wilson stated the role of the committee is to liaison between the Board of Aldermen and utility customers, and that customers will not understand why a rate increase will take place 7 months after the previous increases of over 50 percent in May 2025.

Aid Program for Rates

Young reported that they were considering a suggestion to implement a financial aid program for qualifying customers. Wilson stated the plan is a useful idea but would need to be managed by a third party in order to prevent the perception of favoritism. She suggested looking at City Utilities' "Project Share" program that enables customers to contribute funds for aid, but the funds are allocated and disbursed by an outside party.

Unfinished Business

Reed explained that he attended the Board of Aldermen meeting at which the Board voted not to participate in the Southwest Missouri Joint Municipal Water Utility Commission. He stated he understands the board had to consider the financial implications and did not interpret their vote as a dismissal of the Water Advisory Board's recommendation to participate.

Long asked about installing a roof on the pump at "B" Lift Station and installing a fan to reduce humidity.

Upon motion to adjourn by Wilson, seconded by Long, the board voted unanimously to adjourn at 7:05pm.

ORDINANCE NO. _____

AN ORDINANCE ESTABLISHING A CUSTOMER ROUND-UP AND DONATION ASSISTANCE PROGRAM FOR THE CITY OF WILLARD, MISSOURI, AUTHORIZING COLLECTION AND ADMINISTRATION OF DONATED FUNDS TO ASSIST CUSTOMERS IN NEED

WHEREAS, the City of Willard, Missouri ("City") recognizes that certain customers may experience temporary financial hardship that impacts their ability to pay for essential utility services; and

WHEREAS, the Board of Aldermen desires to provide a means by which customers may voluntarily contribute to a fund designed to assist qualified customers experiencing such hardship; and

WHEREAS, the Board further recognizes the importance of administering such assistance in a manner that ensures fairness, transparency, and accountability through independent eligibility verification and oversight;

NOW, THEREFORE, BE IT ORDAINED BY THE BOARD OF ALDERMEN OF THE CITY OF WILLARD, MISSOURI, AS FOLLOWS:

Section 1. Purpose.

The purpose of this Ordinance is to establish a Customer Round-Up and Donation Assistance Program ("Program") allowing voluntary customer contributions to support the payment of utility bills for eligible customers in financial need.

Section 2. Program Authorization.

a. The City is hereby authorized to provide utility customers the option to:

1. Round up their monthly utility bill to the next whole dollar amount; and/or
2. Authorize a fixed recurring or one-time donation amount of their choosing.

b. All funds collected under this Program shall be deposited into a separate, non-interest-bearing account designated solely for the purpose of providing assistance under this Program.

Section 3. Administration and Disbursement.

a. The City shall enter into an agreement with a qualified third-party entity specializing in means-testing and/or administering public assistance programs to review and approve requests for assistance.

b. Assistance shall be provided only upon verification of financial hardship or qualification for means-tested benefits, as determined by the third-party entity.

c. Funds shall be disbursed solely for the payment of City utility accounts held by eligible customers.

d. No individual customer shall receive more than a reasonable and proportionate share of available funds, as determined by the third-party entity in accordance with program guidelines.

e. Customers may not receive repeated or continuous assistance unless circumstances warrant and sufficient funds are available, as determined by the administering entity and approved by the City Administrator or designee.

Section 4. Reporting and Oversight.

a. The City Administrator shall ensure periodic reporting to the Board of Aldermen detailing:

- Total contributions received;
- Total disbursements made; and
- Number of customers assisted.

b. No personally identifiable information regarding applicants or recipients shall be disclosed in such reports.

Section 5. No Entitlement or Obligation.

Participation in or application to this Program shall not create any legal right, entitlement, or obligation on the part of the City to provide assistance. All assistance shall be subject to availability of funds and the terms of this Ordinance.

Section 6. Agreement Authorization.

The City Administrator is hereby authorized to execute agreements or memoranda of understanding with qualified third-party entities for the purpose of administering this Program, provided such agreements comply with the intent and provisions of this Ordinance.

Section 7. Severability.

If any section, subsection, sentence, clause, or phrase of this Ordinance is held to be invalid, such decision shall not affect the validity of the remaining portions.

Section 8. Program Discontinuation and Disposition of Funds.

a. In the event the Board of Aldermen discontinues this Program for any reason, any remaining funds held in the Program's dedicated account shall be donated in full to an

appropriate charitable organization that provides assistance to individuals or families facing financial hardship.

b. Upon issuance of the public notice described in subsection (c), all authorized customer round-ups, recurring donations, and other voluntary contributions under this Program shall be immediately terminated. Any funds already in process at the time of termination shall be deposited and included in the total amount to be disposed of under this Section.

c. Prior to disposition of such funds, the City shall publicly issue notice of:

1. The total amount to be donated;
2. The proposed recipient organization; and
3. Any other pertinent details regarding the donation and transfer of funds.

d. Such public notice shall be issued no less than thirty (30) days before disposition of the funds.

e. Public input shall be accepted and recorded during at least two (2) regularly scheduled Board of Aldermen meetings following the issuance of notice, allowing residents of Willard an opportunity to express opinions, concerns, or suggest alternative recipients for consideration.

f. Following the conclusion of the public input period, the Board of Aldermen shall, by resolution, formally declare the recipient organization and authorize the final disposition of the funds. Such decision shall be final.

Section 9. Effective Date.

This Ordinance shall be in full force and effect from and after its passage and approval.

Passed and approved this ____ day of _____, 2025.

CITY OF WILLARD, MISSOURI

224 W. Jackson Street P.O. Box 187 Willard, MO 65781 417-742-3033 417-742-3080 Fax



SUBJECT: Ordinance Establishing the Customer Round-Up and Donation Assistance Program

Purpose

The proposed ordinance establishes a voluntary *Customer Round-Up and Donation Assistance Program* allowing Willard utility customers to contribute small, optional amounts to assist residents experiencing financial hardship in paying their utility bills. The intent is to provide a structured, transparent, and community-driven method for neighbors to help neighbors without burdening general funds.

Program Overview

- **Voluntary Contributions:** Customers may elect to round up their monthly bill to the nearest dollar or contribute a fixed or one-time donation.
- **Restricted Use:** All collected funds will be deposited into a non-interest-bearing account dedicated exclusively to assisting customers in need.
- **Third-Party Administration:** Eligibility for assistance will be determined by a qualified external organization experienced in means-testing or administering public assistance, ensuring impartiality and fairness.
- **Disbursement Controls:** Funds will be applied only to City utility accounts, and no individual will receive more than a reasonable share of available funds. Repeated or ongoing assistance will be limited to ensure equitable distribution.

Oversight and Transparency

- The City Administrator will provide periodic reports to the Board detailing contributions, disbursements, and total customers assisted (without identifying recipients).
- Should the program ever be discontinued, all remaining funds will be donated to an appropriate charitable organization assisting citizens in hardship.
- Prior to such disposition, notice will be publicly issued, public input will be solicited across two Board meetings, and the final donation recipient will be approved by Board resolution.

Rationale and Benefits

This program offers a **no-cost, community-supported assistance tool** that:

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- Provides emergency relief for local residents facing temporary hardship;
- Strengthens community bonds through voluntary giving;
- Demonstrates the City's commitment to compassion, fairness, and transparency; and
- Ensures all funds are handled with fiscal integrity and clear oversight.

Recommendation

Staff recommends approval of the ordinance establishing the Customer Round-Up and Donation Assistance Program. This initiative reflects Willard's continued commitment to responsible governance and one community while ensuring sound financial and administrative management of public and donated funds.

Please let me know if further clarification or additional information is needed.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Wesley Young', is written over a faint, larger signature.

Wesley Young, MPA, CPM
City Administrator
City of Willard