Utility Payments

What options do I have for paying my City of Joplin wastewater and trash utility bill?

All wastewater and trash customers have five options for making a payment:

1. Online at joplinmo.org/payments: *(available 24/7)*

- Navigate to joplinmo.org/payments then click the link to our Online Payment Server. Either select "New User" to set up your customer profile (remember your username and password so you can access this again later) or select "One Time Payment".
- Make a one-time payment (The payment will be reflected on your next statement.)
- Enroll in e-billing, whereby you can choose to receive your bills by email.
- Enroll in autopay using a Credit or Debit card. Visa, Mastercard, Discover, and American Express. (Receipt and payment history can be viewed under your online Customer Profile).

2. Enroll in autopay (ACH): *(Must submit a completed bank draft form for autopay)*

- To enroll, complete the form available at https://www.joplinmo.org/155/Finance or get a paper copy at the 3rd Floor of City Hall. You will need to attach a voided check along with the form.

3. Pay in person: *(Monday – Friday 8am-5pm, except holidays)*

- Joplin City Hall (602 S. Main St.) 3rd Floor
- We accept cash, check, money order, credit or debit cards. Visa, Mastercard, Discover, and American Express.
- A printed receipt showing previous balance, payment amount, and remaining balance is provided to the customer.

4. Dropbox outside City Hall: *(available 24/7, west side between building and parking lot)*

- Envelope must contain statement voucher and check or money order.
- No receipt sent to customer. Payment received will be reflected on next billing statement.

5. Mail your payment: *(not recommended due to possibility of mail theft and no ability to guarantee that payments sent by mail will arrive by due date)*

- Mail to:
  602 S. Main St.
  Joplin, MO 64801
- When statements are mailed to you, a return envelope is provided. The payment voucher is also provided inside the envelope.
- Your envelope to the City must contain statement voucher **and** check or money order.
- No receipt sent to customer. Payment received will be reflected on next billing statement.