

## Improvements in Water Billing

This spring and summer radio read technology was installed on all water meters in the City to improve the services provided to every citizen and customer. The upgraded technology provides the City's water department with enhanced leak detection capabilities to reduce water waste and save customers money. The technology has been implemented city-wide and is currently in use.

Coming soon, the City will transition from bi-monthly utility billing cycle to monthly billing. With this adjustment comes several benefits for customers:

- Bills will be mailed the same day each month
- Due dates will be consistent month-to-month
- The amount due each bill will be less
- The time from billing date to due date will extend from 17 days to 30 days
- The time from billing date to shut-off notice date will extend from 21 days to 42 days, with actual shutoffs beginning 8 days after that.

Therefore, utility bills will arrive more frequently, but less will be due each time and there will be more time to pay before penalties and shutoffs occur.

In addition, updated technology will allow for the following new customer services:

- Customer portal to view billing and usage history 24/7
- Paying your bill online will be an improved experience when used with the portal
- E-billing will be available – get your utility bill in your email's inbox instead of via traditional mail
- For those still wishing their bill to be mailed, it will now arrive in a regular business envelope with the City logo displayed.
- The mailed bill will be a full page with a prominent space for messages from the City and a tear-off remittance for those utilizing the mail, drop box or payment window inside City Hall
- The reverse side of the bill will contain several pieces of helpful information
- Those receiving multiple bills with the same billing address will receive fewer pieces of mail

To cover the costs of these enhancements, a \$4.00 technology fee will be added to each monthly bill. The administration fees remain unchanged and have not increased since 2006.

Be on the lookout for a mailed announcement in advance of the change to monthly billing. It will include additional information regarding what to expect and helpful tips to sign up for the customer portal as well as how to sign up for emailed bills and our direct payment option.