



UTILITY BILL CYCLE RESTRUCTURING

Frequently Asked Questions (FAQs)

As of 7/19/2013.

1. Why are the billing cycles being restructured?

The billing cycles are being restructured to provide a quicker billing process for customers. Currently, depending on an account's location in the City, a utility bill may not be sent until 21 days after the water meter was read. After the billing cycles are restructured, a customer will receive a utility bill within approximately 10 days after the water meter was read.

The major benefit to a quicker billing process is that it will help the City notify customers of high water consumption faster, allowing a customer to quickly identify and fix any problems on private property. This, in turn, will save customers and the City from the loss of a precious water resource.

2. How long will the restructuring project take?

The City estimates that all restructuring will take 18 months to complete.

3. Why will it take so long?

The restructuring project will take a significant amount of time in order to minimize the impact on customers. The City wants to slowly move customers to the new bill cycles to avoid, as much as possible, double-billings in one month, extremely short or extremely long meter reading times, and massive changes to all customers at one time.

4. Are all accounts affected by the cycle restructuring?

A majority of accounts will notice a change in monthly meter reading dates and monthly billing dates as the cycles are restructured. However, many accounts may not notice any changes on the utility bill.

5. Do I have to do anything to make this change happen?

No. Customers should continue to pay utility bills monthly.

6. Can I stop my account from being a part of this restructuring project?

No. The utility bill cycle restructuring project is a benefit to all customers throughout the City and specific accounts will not be exempted from the restructuring process.

7. Will I know when the restructuring project is complete?

No. As previously mentioned, the restructuring is happening over a lengthy time period in order to minimize impacts to the customer. The best way to know when the restructuring project is complete, in relation to a specific account, is to note when the meter is read within a specific four day window each month and the account is billed within a specific four day period each month.

8. Are there any other benefits to restructuring the billing cycles?

Yes. Currently, the City attempts to read all meters with 28-34 days of the previous meter read. In the future, with restructured cycles, those read dates should be within 29-32 days of the previous meter read. This leads to more stable billings for customers.