

The upgrade to our utility billing software is now complete and along with the upgrade came many changes.

One of those changes that customers need to be aware of is the fact they can pay online or over the phone and your payment happens in REAL TIME. What does that mean, “real time”, it means that when you click that button to pay your bill, within 2 minutes your bill is paid and it posts to your account on the billing system at City Hall.

These are convenient features to have, but as we discovered in May, problems arise when implementing these new processes.

On the 26<sup>th</sup> of each month we begin disconnections for non-payment. We do not run a disconnect list until every customer that is waiting, when we open City Hall on that day, has paid and all payments that have been placed in the two drop boxes have been collected and entered. Once the list is printed a copy is given to the Meter Tech to begin disconnections.

Our new “problem” is that people are paying online and via the phone option after the cut-off date and often we are not aware, and do not remove them from the already printed disconnection list.

In order to minimize the problem we will be running the disconnection list at 7:30am on the 26<sup>th</sup>, and a \$50 fee will be assessed to every account on the list. If you pay in person, your payment must be received by 5:00pm on the 25<sup>th</sup>. If you use the drop box, please have your payment in the box prior to 7:30am to avoid the fee. This is in keeping with the existing policy. Attempting to collect after the 25<sup>th</sup> and coordinate in real time the work of the Meter Tech minute by minute overloads the office staff and Meter Tech and could result in someone being disconnected who paid after the cut-off date.

Another feature that will be coming soon is the ability to view your bill online. We are currently using a temporary bill and once we finalize everything with the permanent bill you will be able to see it online. We are hoping to have that feature in place by October of this year.

E-Billing will be offered to those customers who prefer not to get a paper bill in the mail. We do not have a time frame on the activation of this feature. Feel free to contact us with your email address at any time. We will add this to your account and be able to instantly email any important messages to you and all customers in the future as well.