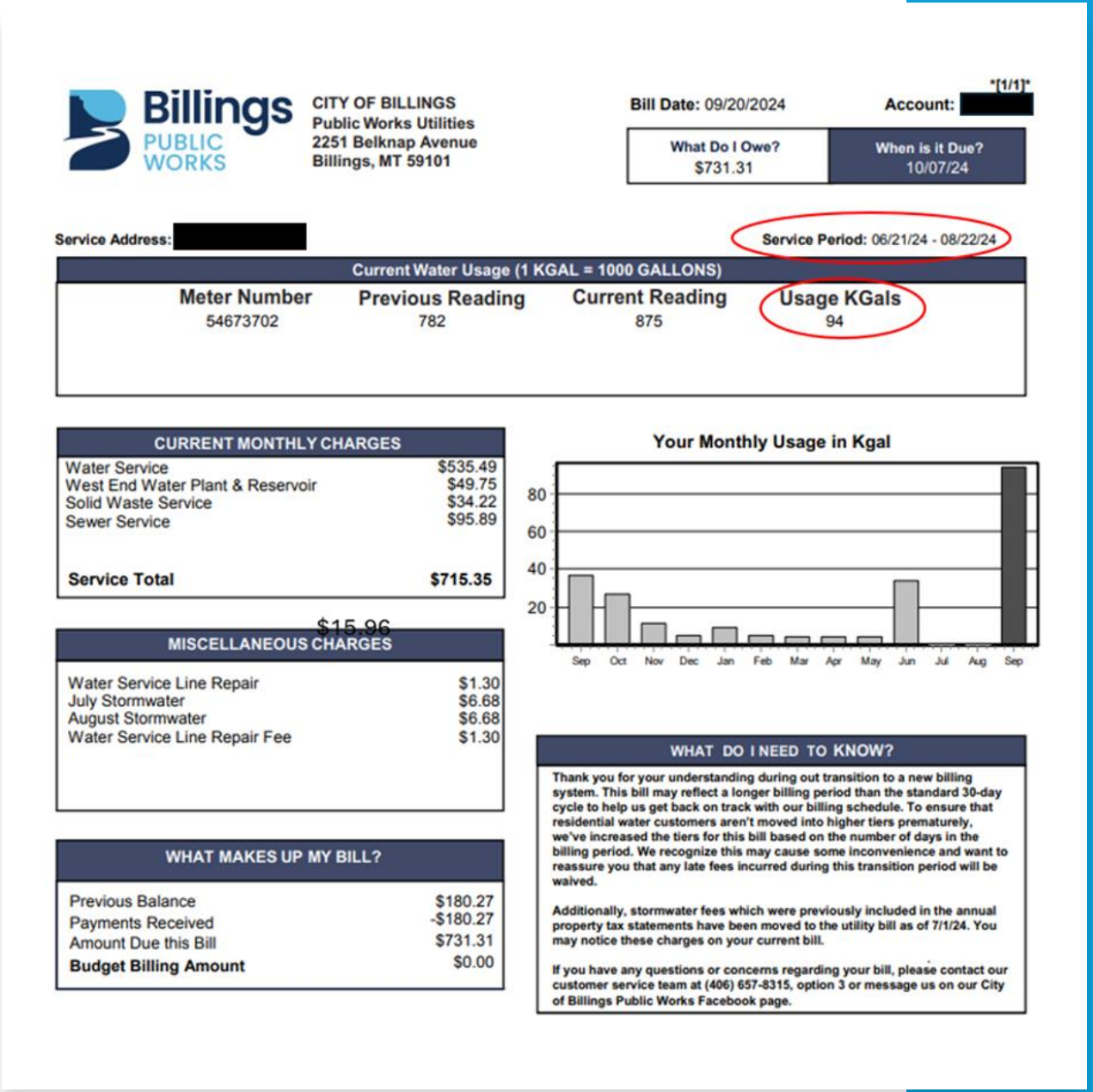
September 30, 2024

Utility Billing



Billings PUBLIC WORKS

CITY OF BILLINGS
Public Works Utilities
2251 Belknap Avenue
Billings, MT 59101

Bill Date: 09/20/2024

Account: [redacted]

[1/1]

What Do I Owe?	When is it Due?
$731.31	10/07/24

Service Address: [redacted]

Service Period: 06/21/24 - 08/22/24

Current Water Usage (1 KGAL = 1000 GALLONS)

Meter Number	Previous Reading	Current Reading	Usage KGals
54673702	782	875	94

CURRENT MONTHLY CHARGES

Water Service	$535.49
West End Water Plant & Reservoir	$49.75
Solid Waste Service	$34.22
Sewer Service	$95.89
Service Total	**$715.35**

$15.96

MISCELLANEOUS CHARGES

Water Service Line Repair	$1.30
July Stormwater	$6.68
August Stormwater	$6.68
Water Service Line Repair Fee	$1.30

WHAT MAKES UP MY BILL?

Previous Balance	$180.27
Payments Received	-$180.27
Amount Due this Bill	$731.31
Budget Billing Amount	$0.00

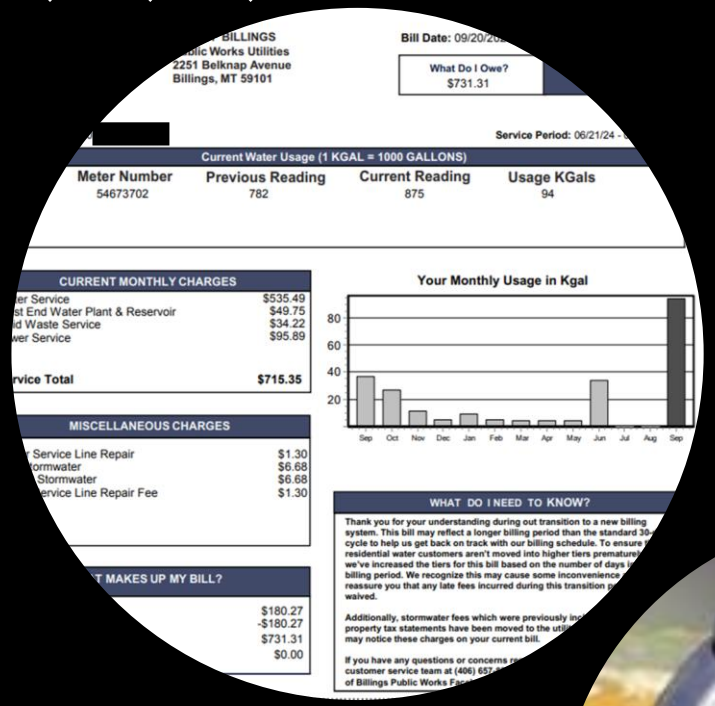
Your Monthly Usage in Kgal

WHAT DO I NEED TO KNOW?

Thank you for your understanding during out transition to a new billing system. This bill may reflect a longer billing period than the standard 30-day cycle to help us get back on track with our billing schedule. To ensure that residential water customers aren't moved into higher tiers prematurely, we've increased the tiers for this bill based on the number of days in the billing period. We recognize this may cause some inconvenience and want to reassure you that any late fees incurred during this transition period will be waived.

Additionally, stormwater fees which were previously included in the annual property tax statements have been moved to the utility bill as of 7/1/24. You may notice these charges on your current bill.

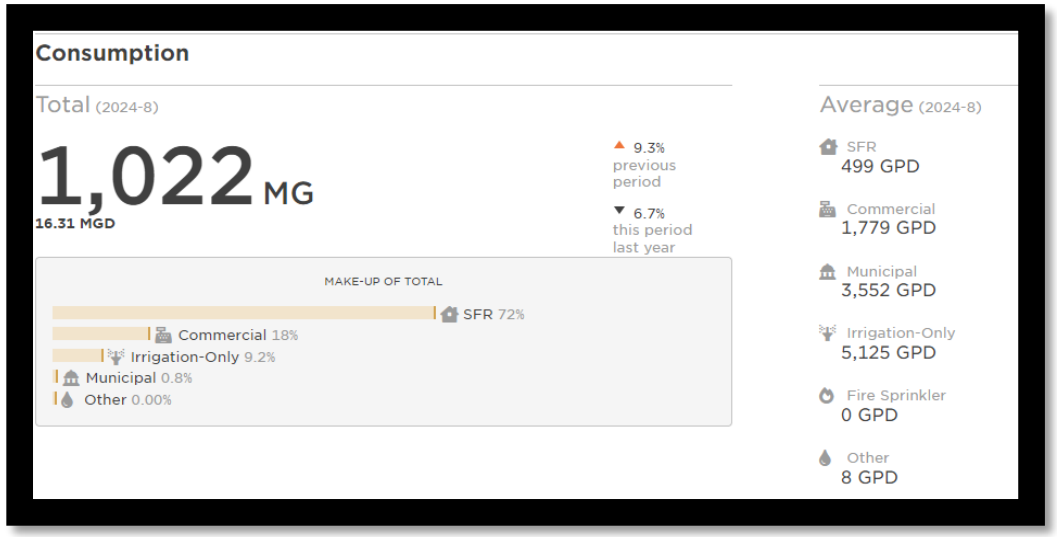
If you have any questions or concerns regarding your bill, please contact our customer service team at (406) 657-8315, option 3 or message us on our City of Billings Public Works Facebook page.



Agenda

- Background and current status
- Issues and Public concerns
- Verification process
- Independent analysis options
- Communication and actions moving forward
- Real-time bill verification example
- Public Comment
- Questions for City Council
  - Direction for independent analysis and additional information needed

What, Why and When???

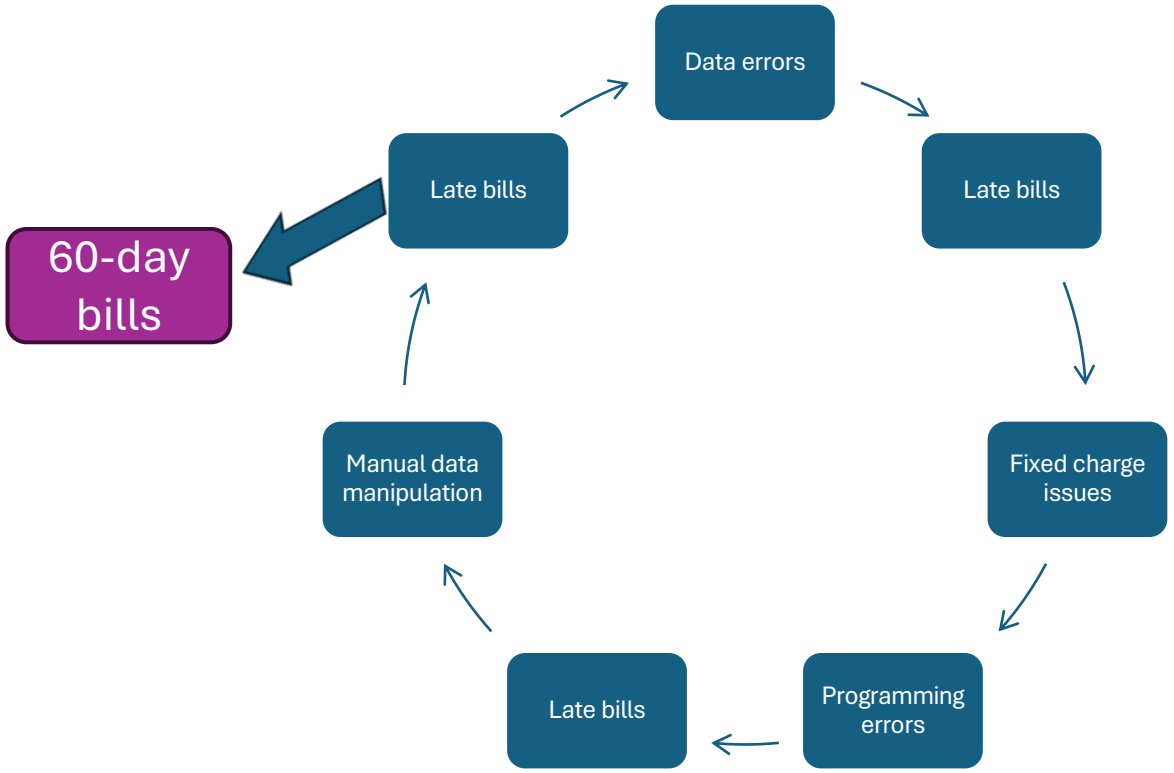


- Scope of conversion
- Purpose
  - Better reporting
  - Difficult to retrieve data
  - Increase efficiency with electronic service orders
  - Integration with GIS/asset management
- Timeline

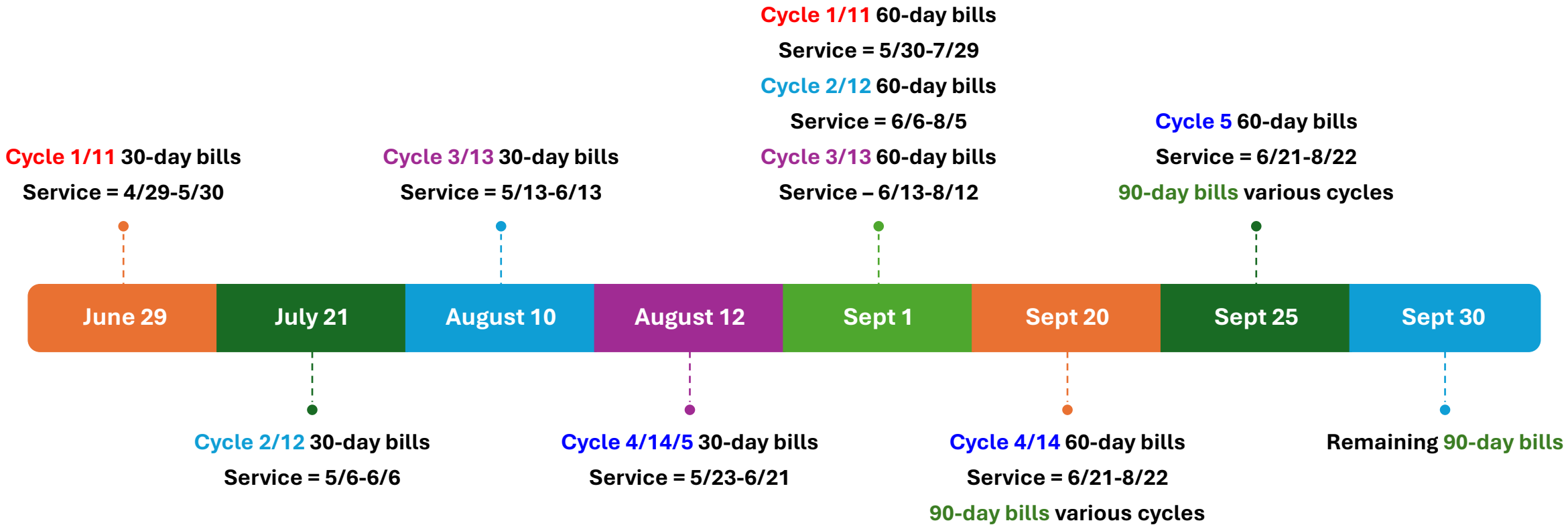
Agreement for new billing software approved	2-year water and wastewater rates adopted	1st billing system go-live date	Transition of storm fee from property taxes to utility bill approved	2nd billing software go-live date	Data at 99% accuracy	Billing software go live	Solid waste and storm fees approved
2/13/23	5/22/23	2/19/24	3/25/24	4/22/24	5/31/24	6/9/24	6/10/24

Post-Conversion

- Data validation not at 99%
  - Postponed billing to clean up data
    - Solid waste prorations
    - Water/sewer fixed charge prorations
    - MT sewer quality fee not billed in June for all customers
- Issues that further delayed bills
  - Exceptions
  - Rounding issue with usage calc in print data stream
  - Autopay and paperless billing flag in VXcis from IC
  - Error in breakout for west end reservoir/plant
  - Overbilling of solid waste commercial accounts
  - WQA errors
  - Budget billing issues
  - Bill message not included in print stream
  - Miscommunication between VX and IC
- Accuracy was 1st priority
- Delays caused need for manual on-going manipulation of data
  - Only option was 60-day bill
- Continued issues (prorating tiers, manual manipulation of data)



Billing Timeline



30-day bills start going out on 10/X/24

If We Knew Then What We Know Now

- Delay go-live until November 2024
  - Pay additional implementation charges
  - Defer moving storm fee to utility bill
  - Delay changing storm fee methodology until 7/1/25

Discussion

Background and Current Status

Issues and Public concerns

Verification Process

Independent Analysis Options

Communication and Actions Moving Forward

Real-Time Bill Verification Example

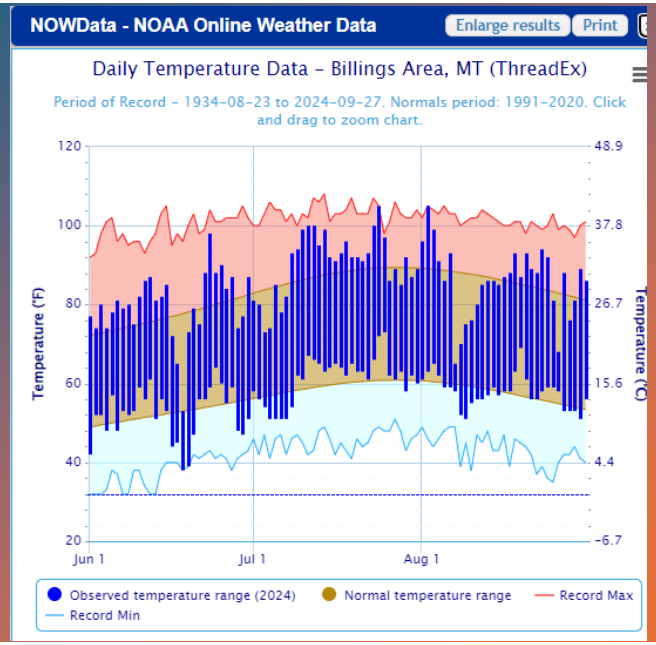
Public Comment

Questions for City Council

- Direction for independent analysis and additional information needed

Issues with billing

- Bill delays
- 60-day bills
- On-line portal access
  - Payment issues
- New account number
- Autopay and budget billing
- Service periods for garbage & storm different than water/wastewater
- Rate increases
  - 7.8% increase in water, wastewater, & solid waste fees
  - Stormwater fee moved from property tax statement
  - False beliefs that City increased utility rates to fund public safety and/or franchise fee settlement
- Ability to pay (no late fees, no water shutoffs for non-payment)



Concerns – High Usage

- WTP produced 29% more water in June & July this year than last
- It was dry and hot
- House/yard would be flooded if used that much water
  - 10-minute shower = 25 gallons
  - Running toilet = 200 gallons per day
  - Leave water on while brushing teeth = 3 gal/min
  - Wash load of clothes = 15-45 gallons per load
  - Fill above ground pool = 5300-18,500 gallons
  - Water lawn
    - 5-10 gallons per minute
    - Watering 3 hours, 3x per week = 11,500 - 23,000 gallons/month
    - Watering 3 hours, 5x per week = 20,000 – 38,500 gallons/month

Billings Monthly Summer Precipitation

Source: National Weather Service

Year	June	July	August
2020	4.35in	0.49in	1.45in
2021	0.29in	0.16in	2.44in
2022	2.88in	2.18in	0.47in
2023	6.36in	0.55in	1.29in
2024	0.6in	0.23in	0.9in
Normal Value	2.22in	1.22in	0.87in

Chart from KULR8

Concerns - High Usage

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2251 Belknap Avenue
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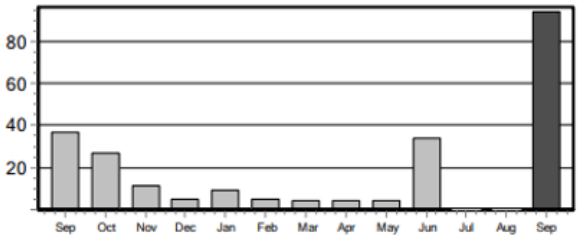
Your Monthly Usage in Kgal



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	May		June		July		August		September	
YEAR	Current Charges	Usage	Current Charges	Usage	Current Charges	Usage	Current Charges	Usage	Current Charges	Usage
2023	$86.89	7	$84.22	6	$163.49	24	$174.76	23	$255.36	37
2022	$70.49	6	$68.00	4	$96.36	11	$190.89	31	$328.41	54
2021	$70.71	6	$69.52	5	$147.28	25	$307.83	55	$299.07	52
2020	$51.62	3	$108.79	18	$143.80	27	$145.38	29	$192.73	36

2021 Water Consumption = 107 kgals

Meter Accuracy

All meters are calibrated and tested in the factory before they are shipped. The American Water Works Association (AWWA) requires meters to be within 98.5 and 101.5% accuracy to be usable. This means an error rate of 1.5% low or high. All of your water bills are charged per 1,000 gallons, which is the industry standard. This means if your perfectly accurate usage was 1,000 gallons, the registered consumption could actually be 15 gallons high or low per 1,000 each month and be within AWWA guidelines. To put this into perspective, these 15 gallons amounts to only a few dollars high or low a year for each customer. In reality, rarely does a meter test high enough to exceed 100% of flow. Also, the mechanical design of water meters does not allow for adjustments of the dials or accuracy calibration of the meter.

Can a meter run fast and overcharge me?

This is a common concern with water consumers when they get a high-water bill. The simple truth is that water meters never read inaccurately high.

The meter will not arbitrarily run faster than it was designed to run or run backwards. The mechanical parts are not capable of "speeding up" or registering a significantly higher reading than actual usage. Having a meter register 20,000 gallons of consumption when the usage was actually 4,000 gallons would be like a vehicle with a maximum speed of 100 mph suddenly being able to intermittently run at speeds of 500 mph. It isn't mechanically possible. Similar to automobiles, odometers, or other mechanical devices, the meter actually slows down with age, under-registers, and eventually stops registering completely.

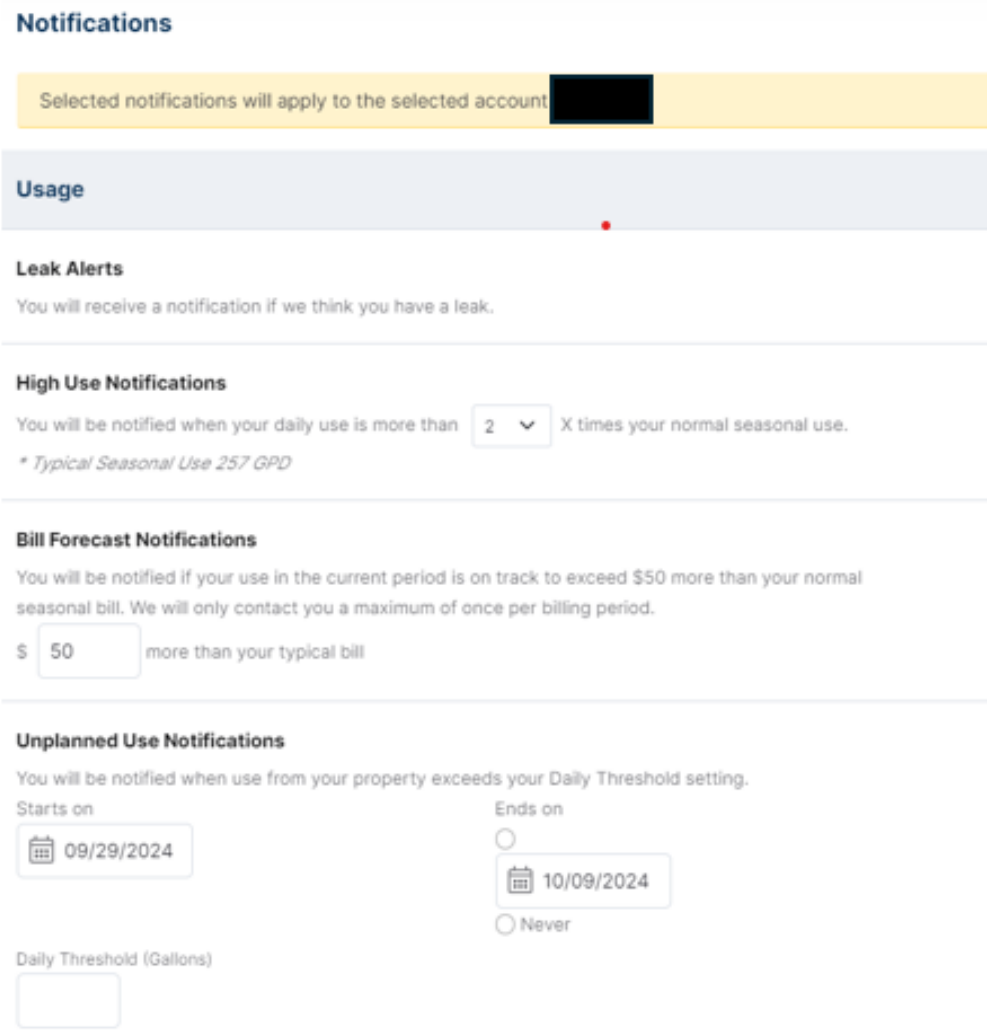
Concerns – Meter Accuracy

Meter Accuracy Video

Concerns - Leaks

- Does everyone have a leak?
  - Continuous usage typically is a leak
  - Offered as a possibility
  - Only the property owner truly knows how they used the water

- Leak notifications from online portal
  - Due to RF
  - Others



Concerns - Leaks

Account Number

[redacted]

Address

[redacted]

Latest Reading

14751875

09/29/2024 8:30:07 AM

Current Meter Information

MIU ID More MIUs >>	**MIU Status**	**Endpoint**
1460843926	Inactive	R900 E
Meter Number More Meters >>	**Meter Type**	**Meter In:**
54015130	0002	Not sp
Meter Size	**Unit of Measure**	**Neptune**
3/4"	Cubic Feet	0.01 D

From: 5/1/2023 To: 5/31/2023

Actual

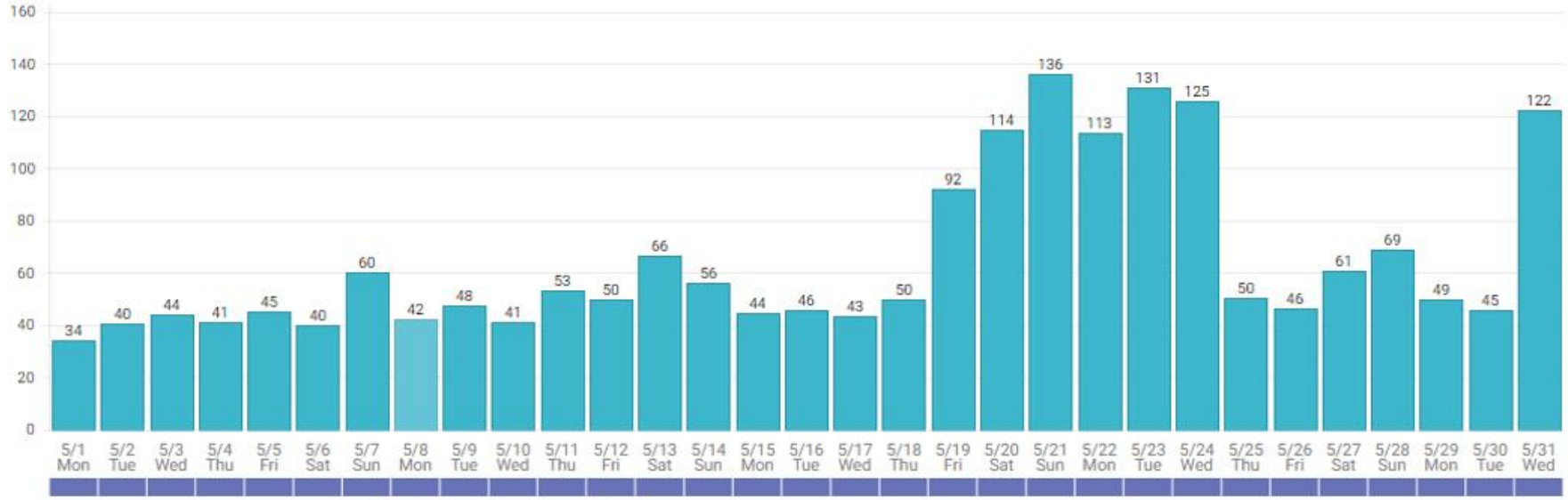
Estimated

Readings

Monthly

Daily Consumption Analysis

Register Change Out | Major Reverse | Minor Reverse | Continuous Consumption | Intermittent Consumption | No Flow



Concerns - Leaks

Account Number
[redacted]

Address
[redacted]

Latest Reading
14751875
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Current Meter Information

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Meter Size	Unit of Measure	Neptune
3/4"	Cubic Feet	0.01 D

From: 5/1/2023 To: 5/31/2023

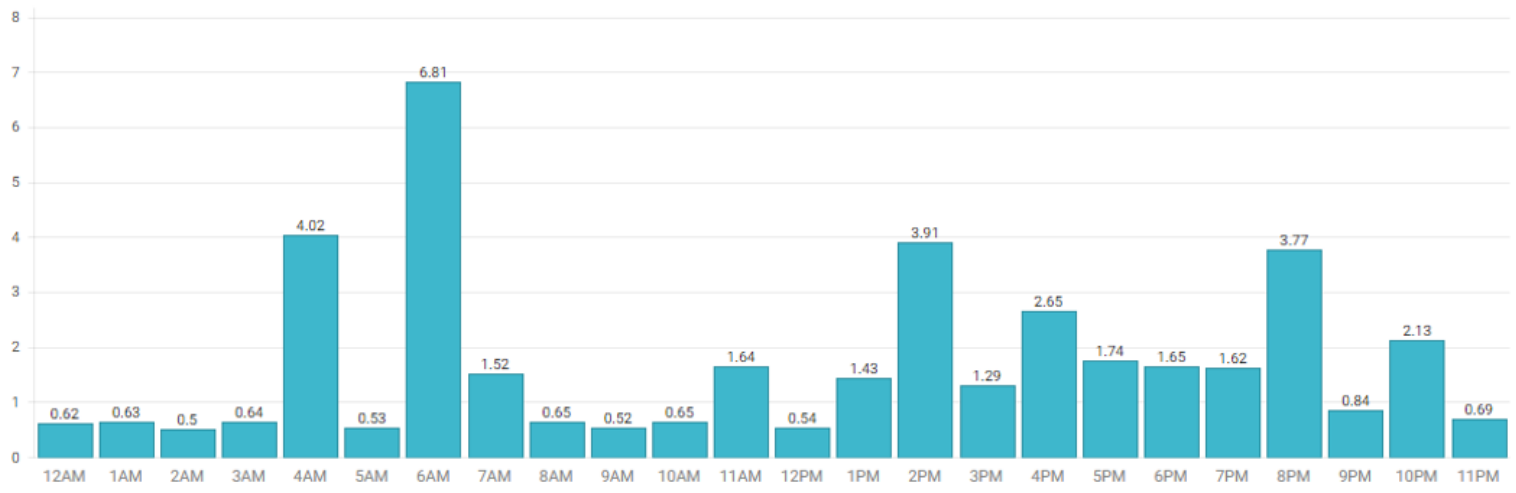
Actual
Estimated

Readings

Daily

Hourly Consumption Analysis

5/4/2023



Leak

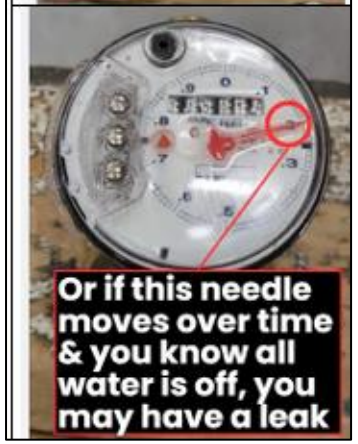
- .6 CF or 4.5 gal per hour
- 14.4 CF or 108 gal per day
- 446.4 CF or 3,339 gallons for the month

Step by Step Guide to Check for Leaks

1.) Ensure no water is being used in the home.

2.) Locate your water meter.

3.) Look for the little red triangle on the meter face, AKA, the "tattletale." If the tattletale moves and your water is off, you may have a leak. If not, you'll know your system is leak free.



4.) Or if the red needle on the meter face moves over time and you no your water is off, you may have a leak.

1.) Ensure no water is being used in the home.

2.) Locate your water meter.

3.) Open the lid.

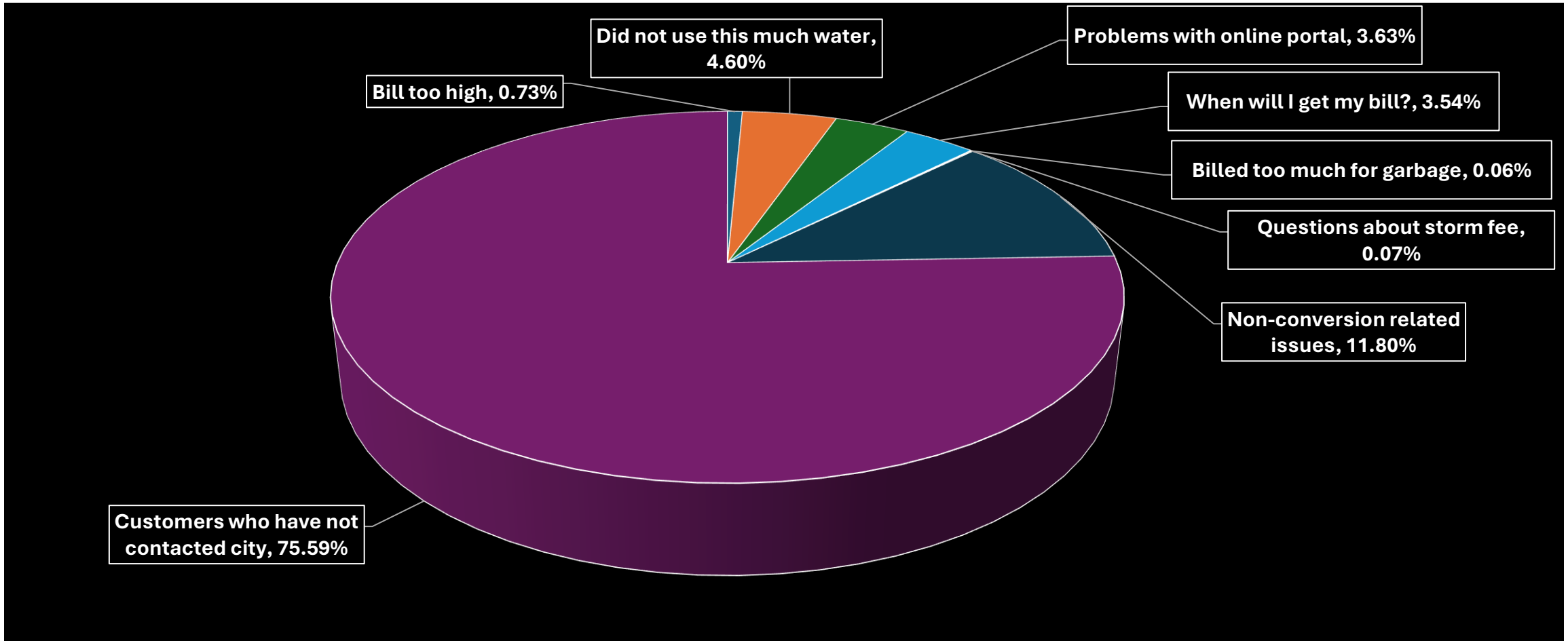
4.) Shine a light on the meter face.

5.) The flow rate and the 9-digit reading will appear within seconds.

6.) Take a meter reading.
7.) Wait at least 2 hours.
8.) If the 2nd reading is larger than the 1st one, you may have a leak. If not, you'll know your system is leak free.

Public Concerns – 60-Day Bills

Breakdown of customers that have called, emailed, visited the office, or DM'd City



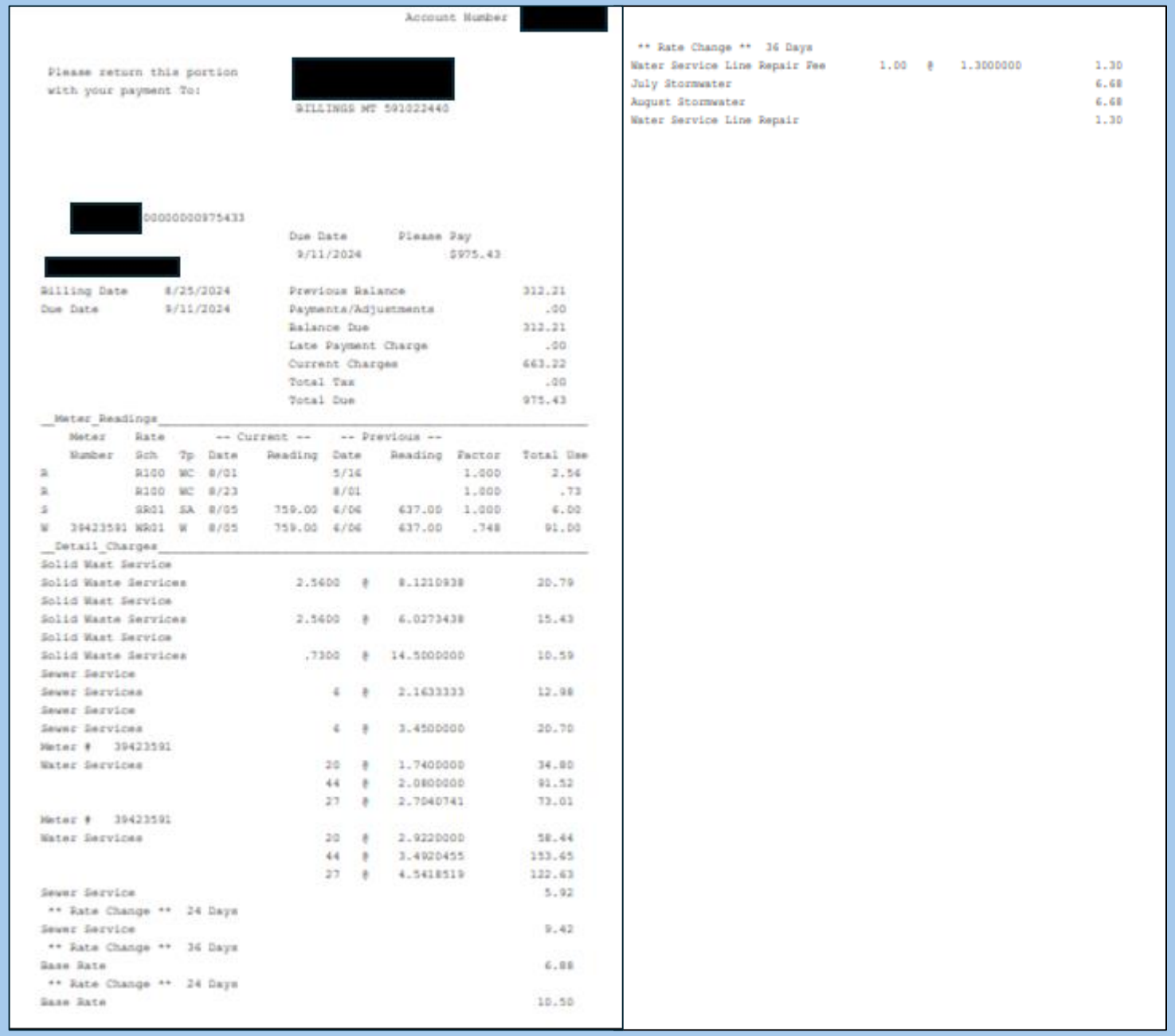
Contact from customers has increased by 58% due to many customers contacting the city multiple times

Discussion

- Background and Current Status
- **Issues and Public Concerns**
- Verification Process
- Independent Analysis Options
- Communication and Actions Moving Forward
- Real-Time Bill Verification Example
- Public Comment
- Questions for City Council
  - Direction for independent analysis and additional information needed

Verification Process

- Before bills go out
  - Exceptions
  - Review sample set of bills
  - Review sample set of bill images



Account Number [redacted]

Please return this portion
with your payment To:

[redacted]
BILLINGS MT 591022440

[redacted]00000000975433

[redacted]

Billing Date	8/25/2024	Due Date	Please Pay
Due Date	9/11/2024	9/11/2024	$975.43

Previous Balance	312.21
Payments/Adjustments	.00
Balance Due	312.21
Late Payment Charge	.00
Current Charges	663.22
Total Tax	.00
Total Due	975.43

__Meter_Readings__

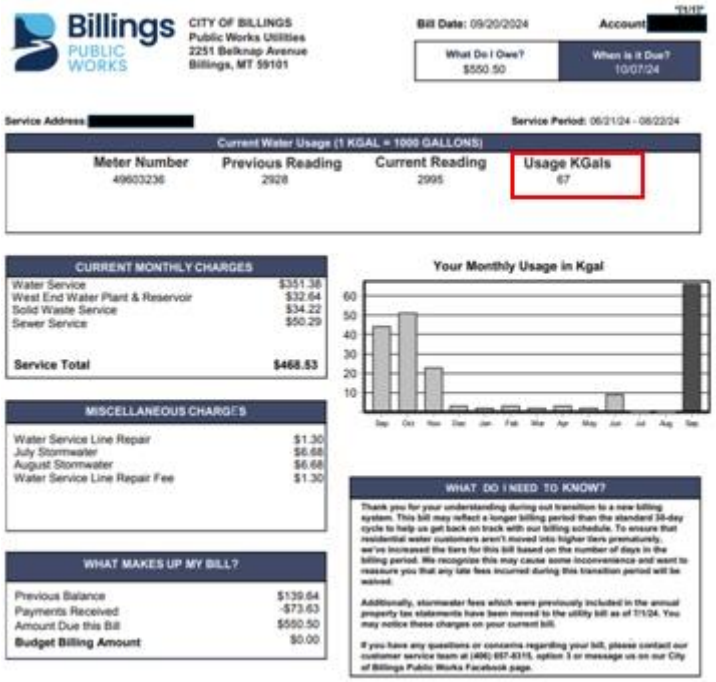
	Meter Number	Rate Sch	Tp	-- Current -- Date	Reading	-- Previous -- Date	Reading	Factor	Total Use
R		R100	WC	8/01		5/16		1.000	2.56
R		R100	WC	8/23		8/01		1.000	.73
S		SR01	SA	8/05	759.00	6/06	637.00	1.000	6.00
W	39423591	WR01	W	8/05	759.00	6/06	637.00	.748	91.00

__Detail_Charges__

Solid Wast Service			
Solid Waste Services	2.5600	@ 8.1210938	20.79
Solid Wast Service			
Solid Waste Services	2.5600	@ 6.0273438	15.43
Solid Wast Service			
Solid Waste Services	.7300	@ 14.5000000	10.59
Sewer Service			
Sewer Services	6	@ 2.1633333	12.98
Sewer Service			
Sewer Services	6	@ 3.4500000	20.70
Meter # 39423591			
Water Services	20	@ 1.7400000	34.80
	44	@ 2.0800000	91.52
	27	@ 2.7040741	73.01
Meter # 39423591			
Water Services	20	@ 2.9220000	58.44
	44	@ 3.4920455	153.65
	27	@ 4.5418519	122.63
Sewer Service			5.92
** Rate Change ** 24 Days			
Sewer Service			9.42
** Rate Change ** 36 Days			
Base Rate			6.88
** Rate Change ** 24 Days			
Base Rate			10.50
** Rate Change ** 36 Days			
Water Service Line Repair Fee	1.00	@ 1.3000000	1.30
July Stormwater			6.68
August Stormwater			6.68
Water Service Line Repair			1.30

Verification Process

- For customers with high bill/usage concerns
  - First compare usage against previous years (2021)
  - If current usage is in line with historical, stop here.



Billings PUBLIC WORKS

CITY OF BILLINGS
Public Works Utilities
2251 Belknap Avenue
Billings, MT 59101

Bill Date: 09/20/2024 Account [redacted]

What Do I Owe?	When is It Due?
$550.50	10/07/24

Service Address [redacted] Service Period: 06/21/24 - 08/22/24

Current Water Usage (1 KGAL = 1000 GALLONS)

Meter Number	Previous Reading	Current Reading	Usage KGals
49603236	2928	2995	67

CURRENT MONTHLY CHARGES

Water Service	$351.38
West End Water Plant & Reservoir	$32.64
Solid Waste Service	$34.22
Sewer Service	$50.29
Service Total	**$468.53**

MISCELLANEOUS CHARGES

Water Service Line Repair	$1.30
July Stormwater	$6.68
August Stormwater	$6.68
Water Service Line Repair Fee	$1.30

WHAT MAKES UP MY BILL?

Previous Balance	$139.64
Payments Received	-$73.63
Amount Due this Bill	$550.50
Budget Billing Amount	$0.00

Your Monthly Usage in Kgal

WHAT DO I NEED TO KNOW?

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	May		June		July		August		September	
YEAR	Current Charges	Usage	Current Charges	Usage	Current Charges	Usage	Current Charges	Usage	Current Charges	Usage
2023	$65.09	4	$66.30	4	$65.09	4	$127.54	16	$298.62	45
2022	$54.38	3	$63.05	4	$91.41	11	$120.85	17	$347.49	58
2021	$52.87	3	$54.34	3	$101.80	16	$205.18	51	$201.48	36
2020	$64.65	4	$76.24	7	$163.42	29	$184.19	35	$203.53	36

Year	Consumption
2020	61
2021	75
2022	87
2023	71

Verification Process

In-depth review if current usage not in line with historical

Step 1: Verify software calculations

- Tiers
- Water
- Sewer
- Garbage
- Other fees

Step 2: Check consumption against Neptune

Step 3: Check meter readings and usage against bill image

Step 4: Analyze use patterns

Verification Process

Step 1: Verify software calculations (tiers)

Billing Date	9/20/2024	Previous Balance	139.64
Due Date	10/07/2024	Payments/Adjustments	73.63CR
		Balance Due	66.01
		Late Payment Charge	.00
		Current Charges	484.49
		Total Tax	.00
		Total Due	550.50

__Meter_Readings__

Meter Number	Rate Sch	Tp	-- Current -- Date	Reading	-- Previous -- Date	Reading	Factor	Total Use
R	R100	WC	9/14		7/05		1.000	2.36
R	R102	YW	9/14		7/05		1.000	2.36
S	SR01	SA	8/22	4004.00	6/21	3915.00	1.000	6.00
W 49603236	WR01	W	8/22	4004.00	6/21	3915.00	.748	67.00

__Detail_Charges__

Solid Wast Service				
Solid Waste Services	2.3600	@	14.5000000	34.22
Solid Wast Service				
Solid Waste Services	2.3600	@	No Charge	
Sewer Service				
Sewer Services	6	@	.7850000	4.71
Sewer Service				
Sewer Services	6	@	4.9150000	29.49
Meter # 49603236				
Water Services	21	@	.6314286	13.26
	45	@	.7548889	33.97
	1	@	.9800000	.98
Meter # 49603236				
Water Services	21	@	4.1628571	87.42
	45	@	4.9751111	223.88
	1	@	6.4700000	6.47
Sewer Service				2.22
** Rate Change ** 9 Days				
Sewer Service				13.87
** Rate Change ** 53 Days				
Base Rate				2.58
** Rate Change ** 9 Days				
Base Rate				15.46
** Rate Change ** 53 Days				
Water Service Line Repair Fee	1.00	@	1.3000000	1.30

Service Period	62		
SP in Months	2.07		
		Usage	67
Tier 1 - 10	21	Tier 1	21
Tier 2 - 22	45	Tier 2	45
Tier 3 - 43	89	Tier 3	1
Tier 4		Tier 4	0
		Total	67

Verification Process

Step 1: Verify software calculations (water)

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		Balance Due	66.01
		Late Payment Charge	.00
		Current Charges	484.49
		Total Tax	.00
		Total Due	550.50

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R		R100	WC	9/14		7/05		1.000	2.36
R		R102	YW	9/14		7/05		1.000	2.36
S		SR01	SA	8/22	4004.00	6/21	3915.00	1.000	6.00
W	49603236	WR01	W	8/22	4004.00	6/21	3915.00	.748	67.00

Detail Charges

Solid Wast Service				
Solid Waste Services	2.3600	@	14.5000000	34.22
Solid Wast Service				
Solid Waste Services	2.3600	@	No Charge	
Sewer Service				
Sewer Services	6	@	.7850000	4.71
Sewer Service				
Sewer Services	6	@	4.9150000	29.49
Meter # 49603236				
Water Services	21	@	.6314286	13.26
	45	@	.7548889	33.97
	1	@	.9800000	.98
Meter # 49603236				
Water Services	21	@	4.1628571	87.42
	45	@	4.9751111	223.88
	1	@	6.4700000	6.47
Sewer Service				2.22
** Rate Change ** 9 Days				
Sewer Service				13.87
** Rate Change ** 53 Days				
Base Rate				2.58
** Rate Change ** 9 Days				
Base Rate				15.46
** Rate Change ** 53 Days				
Water Service Line Repair Fee	1.00	@	1.3000000	1.30

Water	**6/21/2024**	**TO**	**8/22/2024**	
Days prior to rate change			9	15%
Days since 7/1/24	7/1/2024		53	85%
			62	

	kgals	Rate	Prorated Rate thru	Charge	Rate	Prorated Rate since 7/1	Charge	Total	BILL	Blended Rate
Tier 1	21	$4.35	$0.63	$ 13.26	$4.87	$4.16	$ 87.42	$ 100.68		$ 4.79
Tier 2	45	$5.20	$0.75	$ 33.97	$5.82	$4.98	$ 223.88	$ 257.85		$ 5.73
Tier 3	1	$6.76	$0.98	$ 0.98	$7.57	$6.47	$ 6.47	$ 7.45		
Tier 4	-	$10.15	$1.47	$ -	$11.37	$9.72	$ -	$ -		
Total	67			$ 48.21			$ 317.78	$ 365.99	$ 365.98	
Min Monthly Charge					Min Monthly Charge					
6/30/2024		0.3			7/1/2024		1.77			
3/4" Meter		$ 8.60	$ 2.58	$ 2.58	$ 8.75	$ 15.46	$ 15.46	$ 18.04	$ 18.04	
Water Total				**$ 50.79**			**$ 333.24**	**$ 384.03**	**$ 384.02**	

Verification Process

Step 1: Verify software calculations (sewer)

Customer | Premises | Requests | Utility Charges | Features

Address [redacted]

Service Detail

Primary | M/R Messages

Service Address [redacted]

Utility Sewer

Service Id 138542

Service Status

Service* Sewer Based on Water Usage WQA

Physical Connect Date 06/01/1934

Physical Disconnect Date

Rate Residential Sewer Inside City

Service Agr Start 06/11/2008

Service Agr End

Last Billed 09/20/2024

Service Details

Primary | Secondary | Secondary Sewer | Contract Usage | **Seasonal Average**

Seasonal Average Usage History

Effective Usage Period	Seasonal Average Usage	Override Usage	Calculated on Usage	Calculated on Days	Calculated For Account	Calculation Date	Selection Start Date	Selection End Date
05/2024	3.000000				[redacted]	05/01/2024	01/01/2024	03/31/2024

Download

Verification Process

Step 1: Verify software calculations (sewer)

Billing Date	9/20/2024	Previous Balance	139.64
Due Date	10/07/2024	Payments/Adjustments	73.63CR
		Balance Due	66.01
		Late Payment Charge	.00
		Current Charges	484.49
		Total Tax	.00
		Total Due	550.50

Meter Readings

	Meter Number	Rate Sch	Tp	-- Current -- Date	Reading	-- Previous -- Date	Reading	Factor	Total Use
R		R100	WC	9/14		7/05		1.000	2.36
R		R102	YW	9/14		7/05		1.000	2.36
S		SR01	SA	8/22	4004.00	6/21	3915.00	1.000	6.00
W	49603236	WR01	W	8/22	4004.00	6/21	3915.00	.748	67.00

Detail Charges

Solid Wast Service				
Solid Waste Services	2.3600	@	14.5000000	34.22
Solid Wast Service				
Solid Waste Services	2.3600	@	No Charge	
Sewer Service				
Sewer Services	6	@	.7850000	4.71
Sewer Service				
Sewer Services	6	@	4.9150000	29.49
Meter # 49603236				
Water Services	21	@	.6314286	13.26
	45	@	.7548889	33.97
	1	@	.9800000	.98
Meter # 49603236				
Water Services	21	@	4.1628571	87.42
	45	@	4.9751111	223.88
	1	@	6.4700000	6.47
Sewer Service				2.22
** Rate Change ** 9 Days				
Sewer Service				13.87
** Rate Change ** 53 Days				
Base Rate				2.58
** Rate Change ** 9 Days				
Base Rate				15.46
** Rate Change ** 53 Days				
Water Service Line Repair Fee	1.00	@	1.3000000	1.30

Sewer	**6/21/2024 to**	**8/22/2024**								
Days prior to rate change		9	15%		WQA	3				
Days since:	7/1/2024	53	85%							
		62								
	kgals	Rate	Prorated Rate thru	Charge	Rate	Prorated Rate since 7/1	Charge	Total	BILL	Blended Rate
Volumetric	6	$5.41	$0.79	$ 4.71	$5.75	$4.92	$ 29.49	$ 34.20	$ 34.20	$ 5.70
Min Monthly Charge 6/30/2024		0.30			Min Monthly Charge 7/1/2024		2			
3/4" Meter		$ 7.40	$ 2.22	$ 2.22	$ 7.85	$ 13.87	$ 13.87	$ 16.09	$ 16.09	
Sewer Total				**$ 6.93**			**$ 43.36**	**$ 50.29**	**$ 50.29**	

Verification Process

Step 1: Verify software calculations (trash)

Billing Date	9/20/2024	Previous Balance	139.64
Due Date	10/07/2024	Payments/Adjustments	73.63CR
		Balance Due	66.01
		Late Payment Charge	.00
		Current Charges	484.49
		Total Tax	.00
		Total Due	550.50

Meter Readings

Meter Number	Rate Sch	Tp	-- Current -- Date	Reading	-- Previous -- Date	Reading	Factor	Total Use
R	R100	WC	9/14		7/05		1.000	2.36
R	R102	YW	9/14		7/05		1.000	2.36
S	SR01	SA	8/22	4004.00	6/21	3915.00	1.000	6.00
W 49603236	WR01	W	8/22	4004.00	6/21	3915.00	.748	67.00

Detail Charges

Solid Wast Service				
Solid Waste Services	2.3600	@	14.5000000	34.22
Solid Wast Service				
Solid Waste Services	2.3600	@	No Charge	
Sewer Service				
Sewer Services	6	@	.7850000	4.71
Sewer Service				
Sewer Services	6	@	4.9150000	29.49
Meter # 49603236				
Water Services	21	@	.6314286	13.26
	45	@	.7548889	33.97
	1	@	.9800000	.98
Meter # 49603236				
Water Services	21	@	4.1628571	87.42
	45	@	4.9751111	223.88
	1	@	6.4700000	6.47
Sewer Service				2.22
** Rate Change ** 9 Days				
Sewer Service				13.87
** Rate Change ** 53 Days				
Base Rate				2.58
** Rate Change ** 9 Days				
Base Rate				15.46
** Rate Change ** 53 Days				
Water Service Line Repair Fee	1.00	@	1.3000000	1.30

Garbage	**7/5/2024**		**9/14/2024**	
Days of service		71		
Months of service		2.367		
Days prior to rate change			-	0%
Days since 7/1/24			71	100%
7/1/2024			71	

		Rate	Prorated Rate thru 6/30	Charge	Rate	Prorated Rate since 7/1	Charge	Total	BILL	Blended Rate
Black Barrel	1	$ 13.90	$ -	$ -	$ 14.50	$ 14.50	$ 34.32	$ 34.32	$ 34.22	$ 14.500
Additional Black Barrel	0	$ 4.50	$ -	$ -	$ 4.85	$ 4.85	$ -	$ -	$ -	
Garbage Total								**$ 34.32**	**$ 34.22**	

Account Number [redacted]

Please return this portion
with your payment To:

[redacted]
BILLINGS MT 591022440

[redacted] 00000000975433

[redacted]

Due Date	Please Pay
9/11/2024	$975.43

Billing Date	8/25/2024	Previous Balance	312.21
Due Date	9/11/2024	Payments/Adjustments	.00
		Balance Due	312.21
		Late Payment Charge	.00
		Current Charges	663.22
		Total Tax	.00
		Total Due	975.43

__Meter_Readings__

Meter Number	Rate Sch	Tp	-- Current -- Date	Reading	-- Previous -- Date	Reading	Factor	Total Use
R	R100	WC	8/01		5/16		1.000	2.56
R	R100	WC	8/23		8/01		1.000	.73
S	SR01	SA	8/05	759.00	6/06	637.00	1.000	6.00
W 39423591	WR01	W	8/05	759.00	6/06	637.00	.748	91.00

__Detail_Charges__

Solid Wast Service				
Solid Waste Services	2.5600	@	8.1210938	20.79
Solid Wast Service				
Solid Waste Services	2.5600	@	6.0273438	15.43
Solid Wast Service				
Solid Waste Services	.7300	@	14.5000000	10.59
Sewer Service				
Sewer Services	6	@	2.1633333	12.98
Sewer Service				
Sewer Services	6	@	3.4500000	20.70
Meter # 39423591				
Water Services	20	@	1.7400000	34.80
	44	@	2.0800000	91.52
	27	@	2.7040741	73.01
Meter # 39423591				
Water Services	20	@	2.9220000	58.44
	44	@	3.4920455	153.65
	27	@	4.5418519	122.63
Sewer Service				5.92
** Rate Change ** 24 Days				
Sewer Service				9.42
** Rate Change ** 36 Days				
Base Rate				6.88
** Rate Change ** 24 Days				
Base Rate				10.50
** Rate Change ** 36 Days				
Water Service Line Repair Fee	1.00	@	1.3000000	1.30
July Stormwater				6.68
August Stormwater				6.68
Water Service Line Repair				1.30

Verification Process

Step 1: Verify software calculations (other fees)

Water Service Line Repair Fee @ $1.30/month

MT Water Quality Fee if not billed in June

Storm Fee @ $6.68 per month for residential properties

Verification Process

Step 2: Check Consumption Against Neptune

Neptune meters are in cubic feet (1st 6 #s)

Date	Consumption	Reading
5/31 Fri	15.000	39085500
5/30 Thu	5.000	39084000
5/29 Wed	10.000	39083500
5/28 Tue	20.000	39082500
5/27 Mon	20.000	39080500
5/26 Sun	25.000	39078500
5/25 Sat	15.000	39076000
5/24 Fri	25.000	39074500
5/23 Thu	20.000	39072000

Reads are converted to 100 cubic feet (ccf) when brought into billing software
Neptune meters are in cubic feet (1st 6 #s)

390720 x .01 = 3907
Or drop the last 2 digits

Meter Read Select
Meter No: 49603236, Acct Number: [redacted]

Starts With | Filter | Clear | ... | View: All | Go

Showing 1 - 16 of 149 Next

Add | Return | Refresh | Report (html) | Go

Readings

Meter Number	Read Date	Reading	Register	Prev. Read Date	Prev. Reading	Account	Post Code	Read Code	# Dials	Reg Multiplier	Estimated	Consumption	# of Day
49603236	05/23/2024	3907.000	ccf	04/22/2024	3902.000	176591	Upload	Normal	4	0.74800		3.740000	31
49603236	04/22/2024	3902.000	ccf	03/22/2024	3898.000	176591	Upload	Normal	4	0.74800		2.992000	31
49603236	03/22/2024	3898.000	ccf	02/22/2024	3893.000	176591	Upload	Normal	4	0.74800		3.740000	29

Verification Process

Step 2: Check Consumption Against Neptune

Services & Charges Info

Primary | **Service Readings** | Unbilled Read(s) | Charge History | Charge Audit History | Energy Service Enrollment

Service Address [redacted] Service Water Metered - Meter 49603236 Add to Billing Calculate Usage Restart Cycle

Service Reading History

Service: Water Metered Service Id 6248 Last Billed 09/20/2024 Last No-Read Add New Read

Meter	Source of Read	Status	Activity Type	Corrected	Billed	Reading Type	Read Date	Reading	Metered Usage
49603236	Meter Reading	Calculated	Cycle Read	No	Yes	Neptune 360 AMI Re...	08/22/2024	4004.0000	89.000000
49603236	Meter Reading	Bypassed: More current read	Cycle Read	No	No	Neptune 360 AMI Re...	07/22/2024	3959.0000	
49603236	Meter Reading	Calculated	Cycle Read	No	Yes	Neptune 360 AMI Re...	06/21/2024	3915.0000	8.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	05/23/2024	3907.0000	5.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	04/22/2024	3902.0000	4.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	03/22/2024	3898.0000	5.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	02/22/2024	3893.0000	4.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	01/22/2024	3889.0000	5.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	12/21/2023	3884.0000	4.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	11/20/2023	3880.0000	5.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	10/19/2023	3875.0000	31.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	09/16/2023	3844.0000	69.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	08/18/2023	3775.0000	60.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	07/21/2023	3715.0000	21.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	06/19/2023	3694.0000	5.000000

Verification Process

Step 2: Check Consumption Against Neptune

[redacted]-00000000066019

		Due Date	Please Pay
			$66.01
Billing Date	6/06/2024	Previous Balance	.00
Due Date		Payments/Adjustments	.00
		Balance Due	.00
		Late Payment Charge	.00
		Current Charges	66.01
		Total Tax	.00
		Total Due	66.01

__Meter_Readings

	Meter Number	Rate Sch	Tp	-- Current -- Date	Reading	-- Previous -- Date	Reading	Factor	Total Use
W	49603236	WR01	W	5/23	3907.00	4/22	3902.00	1.000	3.74

__Detail_Charges

Water Metered	66.01

Ccfs have to be converted to Kgals

3907-3902 = 5

5 x .748 = 3.74

ACCOUNT INFORMATION

ACCOUNT NO:	[redacted]
NAME:	
SERVICE ADDRESS:	
SERVICE PERIOD:	04/22/2024 to 05/23/2024
BILLING DATE:	06/06/2024
DUE DATE:	**06/21/2024**

CURRENT WATER USAGE (1 KGAL = 1000 Gallons)

Meter number	Previous Reading	Current Reading	Usage KGals
49603236	2,918.696	2,922.436	4

Water Res Ins	
Base rate	$8.60
Tier 1 (0-10,000 Gallons) - 4 @ $4.35	17.40
Tier 2 (11,000-32,000 Gallons) - 0 @ $5.20	-
Tier 3 (33,000-75,000 Gallons) - 0 @ $6.76	-
Tier 4 (>75,000 Gallons) - 0 @ $10.15	-
Water Svc Repair	$1.30
Total Water Charges	$27.30

CURRENT CHARGES

Water Service	$24.98
West End Water Plant & Reservoir	$2.32
Sewer Service	$23.63
Mt Sewer Quality Fee	$1.18
Garbage Collection	$13.90
TOTAL CURRENT CHARGES:	**$66.01**

BILL SUMMARY

BALANCE FROM PREV STATEMENT:	$131.78
PAYMENTS: 05/17/2024	-$131.78
ADJUSTMENTS:	$0.00
LATE CHARGES:	$0.00
TOTAL AMOUNT DUE:	**$66.01**

Verification Process

Step 2: Check Consumption Against Neptune

6/21 Fri	0.000	39152500
6/20 Thu	40.000	39152500
6/19 Wed	0.000	39148500
6/18 Tue	20.000	39148500
6/17 Mon	15.000	39146500
6/16 Sun	280.000	39145000
6/15 Sat	35.000	39117000
6/14 Fri	40.000	39113500
6/13 Thu	40.000	39109500
6/12 Wed	20.000	39105500
6/11 Tue	20.000	39103500
6/10 Mon	25.000	39101500
6/9 Sun	10.000	39099000
6/8 Sat	15.000	39098000
6/7 Fri	20.000	39096500
6/6 Thu	10.000	39094500
6/5 Wed	20.000	39093500
6/4 Tue	15.000	39091500
6/3 Mon	20.000	39090000
6/2 Sun	20.000	39088000
6/1 Sat	5.000	39086000

Meter reading in Neptune is 391525 CF or 3915 Ccf

Verification Process

Step 2: Check Consumption Against Neptune

Customer | Premises | Requests | Utility Charges | Features

Address [redacted]

Services & Charges Info

Primary | **Service Readings** | Unbilled Read(s) | Charge History | Charge Audit History | Energy Service Enrollment

Service Address [redacted] Service Water Metered - Meter 49603236 Add to Billing Calculate Usage Restart Cycle

Service Reading History

Service: Water Metered Service Id 6248 Last Billed 09/20/2024 Last No-Read Add New Read

Meter	Source of Read	Status	Activity Type	Corrected	Billed	Reading Type	Read Date	Reading	Metered Usage
49603236	Meter Reading	Calculated	Cycle Read	No	Yes	Neptune 360 AMI Re...	08/22/2024	4004.0000	89.000000
49603236	Meter Reading	Bypassed: More current read	Cycle Read	No	No	Neptune 360 AMI Re...	07/22/2024	3959.0000	
49603236	Meter Reading	Calculated	Cycle Read	No	Yes	Neptune 360 AMI Re...	06/21/2024	3915.0000	8.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	05/23/2024	3907.0000	5.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	04/22/2024	3902.0000	4.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	03/22/2024	3898.0000	5.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	02/22/2024	3893.0000	4.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	01/22/2024	3889.0000	5.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	12/21/2023	3884.0000	4.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	11/20/2023	3880.0000	5.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	10/19/2023	3875.0000	31.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	09/16/2023	3844.0000	69.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	08/18/2023	3775.0000	60.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	07/21/2023	3715.0000	21.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	06/19/2023	3694.0000	5.000000

>>Next **Download**

Verification Process

Step 2: Check Consumption Against Neptune

Billing Date	7/05/2024	Previous Balance	66.01
Due Date	8/22/2024	Payments/Adjustments	.00
		Balance Due	66.01
		Late Payment Charge	.00
		Current Charges	73.63
		Total Tax	.00
		Total Due	139.64

__Meter_Readings__

	Meter Number	Rate Sch	Tp	-- Current -- Date	Reading	-- Previous -- Date	Reading	Factor	Total Use
R		R100	WC	7/05		6/06		1.000	1.00
R		R102	YW	7/05		6/06		1.000	1.00
S		SR01	SA	6/21	3915.00	5/23	3907.00	1.000	3.00
W	49603236	WR01	W	6/21	3915.00	5/23	3907.00	.748	6.00

__Detail_Charges__

Ccfs have to be converted to Kgals

3915-3907 = 8

8 x .748 = 5.98

Verification Process

Step 2: Check Consumption Against Neptune

Date	Consumption	Reading
8/31 Sat	270.000	40188000
8/30 Fri	15.000	40161000
8/29 Thu	275.000	40159500
8/28 Wed	20.000	40132000
8/27 Tue	865.000	40130000
8/26 Mon		
8/25 Sun		
8/24 Sat		
8/23 Fri		
8/22 Thu	1,200.000	40043500

Meter reading in Neptune is 400435 CF or4004 Ccf

Verification Process

Step 2: Check Consumption Against Neptune

Customer | Premises | Requests | Utility Charges | Features

Address [redacted]

Services & Charges Info

Primary | **Service Readings** | Unbilled Read(s) | Charge History | Charge Audit History | Energy Service Enrollment

Service Address [redacted] Service Water Metered - Meter 49603236 Add to Billing Calculate Usage Restart Cycle

Service Reading History

Service: Water Metered Service Id 6248 Last Billed 09/20/2024 Last No-Read Add New Read

Meter	Source of Read	Status	Activity Type	Corrected	Billed	Reading Type	Read Date	Reading	Metered Usage
49603236	Meter Reading	Calculated	Cycle Read	No	Yes	Neptune 360 AMI Re...	08/22/2024	4004.0000	89.000000
49603236	Meter Reading	Bypassed: More current read	Cycle Read	No	No	Neptune 360 AMI Re...	07/22/2024	3959.0000	
49603236	Meter Reading	Calculated	Cycle Read	No	Yes	Neptune 360 AMI Re...	06/21/2024	3915.0000	8.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	05/23/2024	3907.0000	5.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	04/22/2024	3902.0000	4.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	03/22/2024	3898.0000	5.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	02/22/2024	3893.0000	4.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	01/22/2024	3889.0000	5.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	12/21/2023	3884.0000	4.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	11/20/2023	3880.0000	5.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	10/19/2023	3875.0000	31.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	09/16/2023	3844.0000	69.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	08/18/2023	3775.0000	60.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	07/21/2023	3715.0000	21.000000
49603236	Converted History Read UBLHR	Calculated	Cycle Read	No	Yes	Default Meter Read...	06/19/2023	3694.0000	5.000000

>>Next **Download**

Verification Process

Step 2: Check Consumption Against Neptune

[redacted]

		Due Date	Please Pay
		10/07/2024	$550.50
Billing Date	9/20/2024	Previous Balance	139.64
Due Date	10/07/2024	Payments/Adjustments	73.63CR
		Balance Due	66.01
		Late Payment Charge	.00
		Current Charges	484.49
		Total Tax	.00
		Total Due	550.50

__Meter_Readings__

	Meter Number	Rate Sch	Tp	-- Current -- Date	Reading	-- Previous -- Date	Reading	Factor	Total Use
R		R100	WC	9/14		7/05		1.000	2.36
R		R102	YW	9/14		7/05		1.000	2.36
S		SR01	SA	8/22	4004.00	6/21	3915.00	1.000	6.00
W	49603236	WR01	W	8/22	4004.00	6/21	3915.00	.748	67.00

__Detail_Charges__

Ccfs have to be converted to Kgals

4004-3915 = 89

89 x .748 = 66.57

Verification Process

Step 3: Check Meter Readings and Usage Against Bill Image

[redacted]

Billing Date	9/20/2024	Due Date	Please Pay
Due Date	10/07/2024	10/07/2024	$550.50

Previous Balance	139.64
Payments/Adjustments	73.63CR
Balance Due	66.01
Late Payment Charge	.00
Current Charges	484.49
Total Tax	.00
Total Due	550.50

Meter Readings

	Meter Number	Rate Sch	Tp	-- Current -- Date	Reading	-- Previous -- Date	Reading	Factor	Total Use
R		R100	WC	9/14		7/05		1.000	2.36
R		R102	YW	9/14		7/05		1.000	2.36
S		SR01	SA	8/22	4004.00	6/21	3915.00	1.000	6.00
W	49603236	WR01	W	8/22	4004.00	6/21	3915.00	.748	67.00

Detail Charges

4004 x .748 = 2995
3915 x .748 = 2928

2995-2928 = 67

Billings PUBLIC WORKS

CITY OF BILLINGS
Public Works Utilities
2251 Belknap Avenue
Billings, MT 59101

Bill Date: 09/20/2024 Account [redacted]

What Do I Owe?	When is it Due?
$550.50	10/07/24

Service Address: [redacted] Service Period: 06/21/24 - 08/22/24

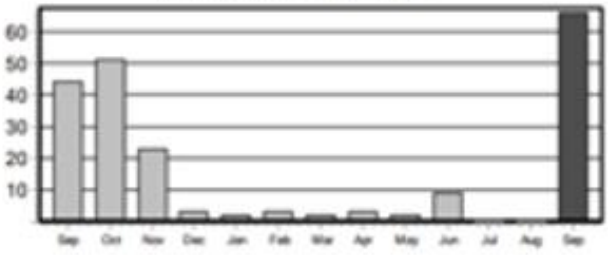
Current Water Usage (1 KGAL = 1000 GALLONS)

Meter Number	Previous Reading	Current Reading	Usage KGals
49603236	2928	2995	67

CURRENT MONTHLY CHARGES

Water Service	$351.38
West End Water Plant & Reservoir	$32.64
Solid Waste Service	$34.22
Sewer Service	$50.29
Service Total	**$468.53**

Your Monthly Usage in Kgal



MISCELLANEOUS CHARGES

Water Service Line Repair	$1.30
July Stormwater	$6.68
August Stormwater	$6.68
Water Service Line Repair Fee	$1.30

WHAT MAKES UP MY BILL?

Previous Balance	$139.64
Payments Received	-$73.63
Amount Due this Bill	$550.50
Budget Billing Amount	$0.00

WHAT DO I NEED TO KNOW?

Thank you for your understanding during out transition to a new billing system. This bill may reflect a longer billing period than the standard 30-day cycle to help us get back on track with our billing schedule. To ensure that residential water customers aren't moved into higher tiers prematurely, we've increased the tiers for this bill based on the number of days in the billing period. We recognize this may cause some inconvenience and want to reassure you that any late fees incurred during this transition period will be waived.

Additionally, stormwater fees which were previously included in the annual property tax statements have been moved to the utility bill as of 7/1/24. You may notice these charges on your current bill.

If you have any questions or concerns regarding your bill, please contact our customer service team at (406) 657-8315, option 3 or message us on our City of Billings Public Works Facebook page.

Verification Process

Step 4: Analyze Use Patterns

Address

[redacted]

Latest Reading Edit

40588000

09/29/2024 9:35:13 PM

14604265/8 | Active | R900

Meter Number More Meters >> 49603236

Meter Type E

Meter Ir 09/15

Meter Size 3/4"

Unit of Measure Cubic Feet

Neptun 0.01 [

From: 9/1/2023 To: 9/29/2024

Actual

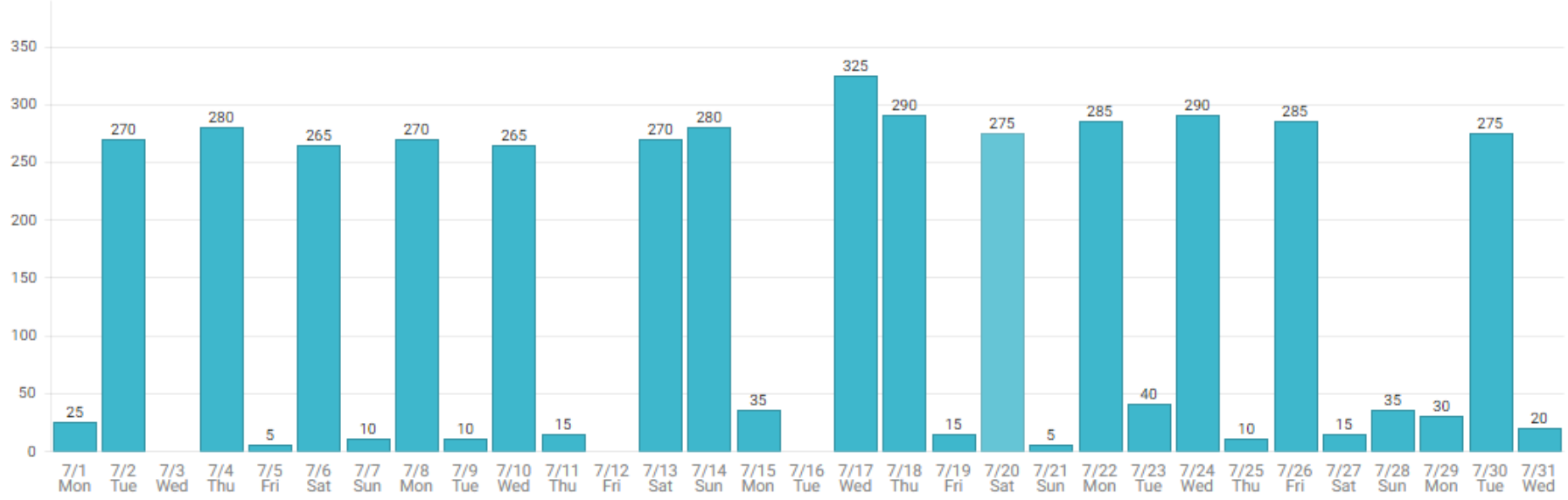
Estimated

Readings

Monthly

Daily Consumption Analysis

Register Change Out | Major Reverse | Minor Reverse | Continuous Consumption | Intermittent Consumption | No Flow



Verification Process

Step 4: Analyze Use Patterns

Address
1227 [redacted]

Latest Reading Edit
40588000
09/29/2024 9:35:13 PM

Meter Number More Meters >>
49603236

Meter Type
E

Meter Size
3/4"

Unit of Measure
Cubic Feet

From: 9/1/2023 To: 9/29/2024

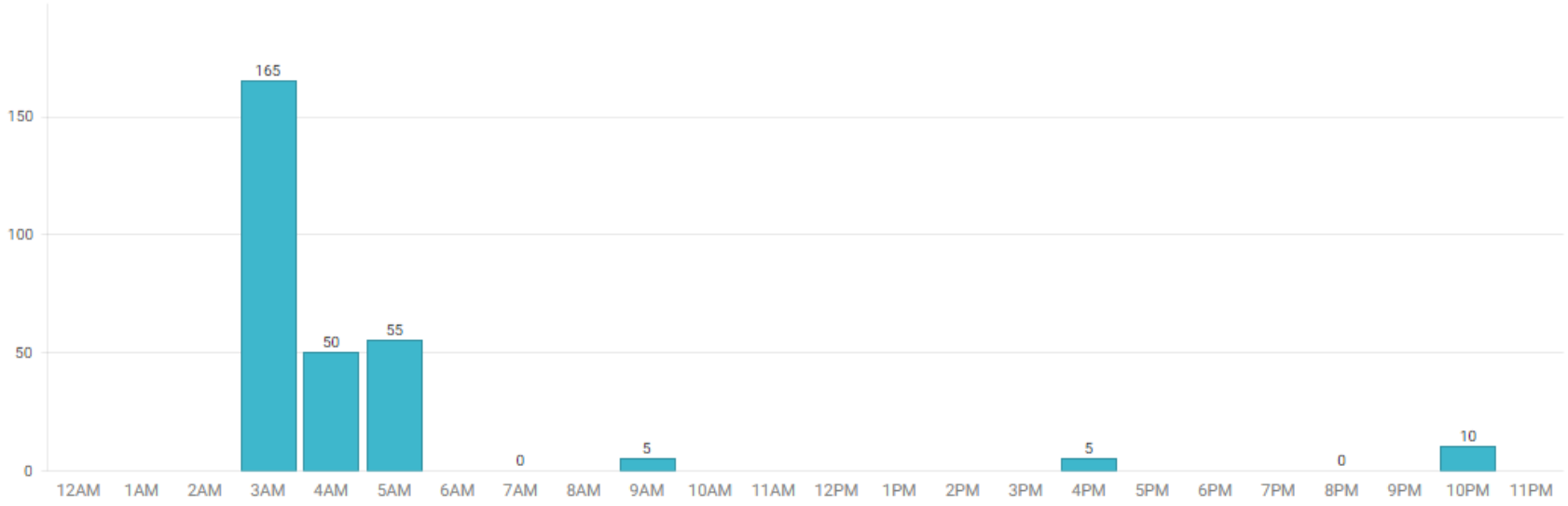
Actual
Estimated

Readings

Daily

Hourly Consumption Analysis

7/24/2024



Verification Process

Step 4: Analyze Use Patterns

Address
1227 [redacted]

Latest Reading Edit
40588000
09/29/2024 9:35:13 PM

Meter Number More Meters >>
49603236

Meter Type
E

Meter Size
3/4"

Unit of Measure
Cubic Feet

From: 9/1/2023 To: 9/29/2024

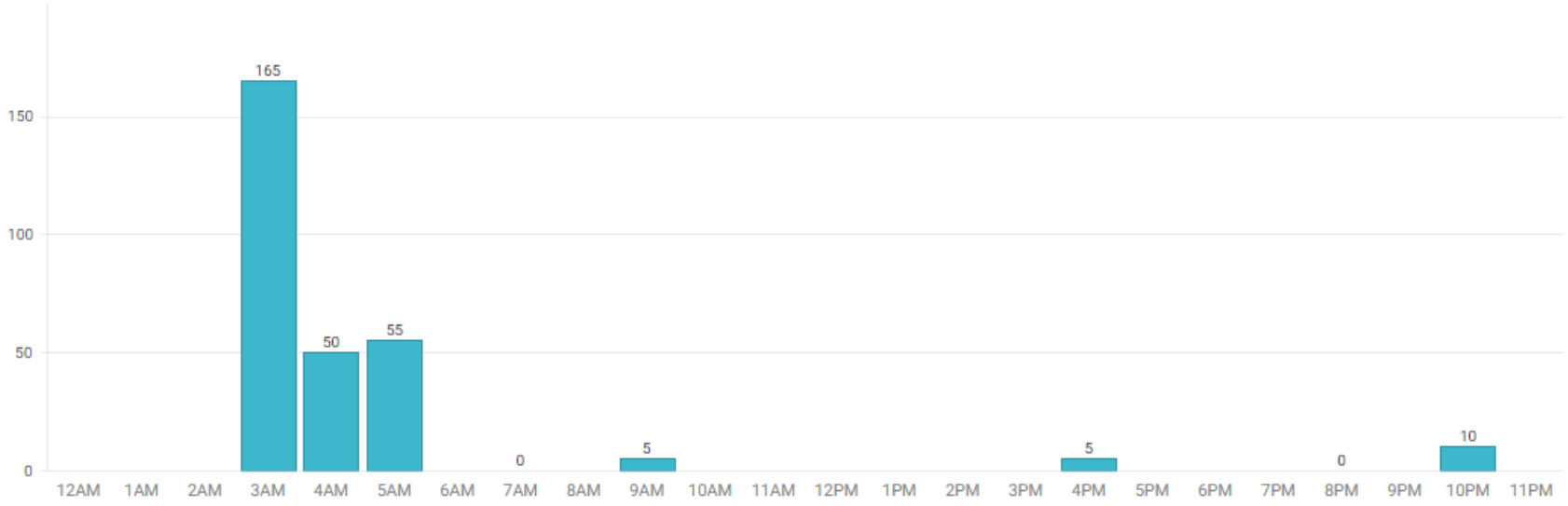
Actual
Estimated

Readings

Daily

Hourly Consumption Analysis

7/24/2024



Verification Process

Step 4: Analyze Use Patterns – High Water User Example

Latest Reading
09312472
09/23/2024 9:26:54 AM

54818979

Meter Size
3/4"

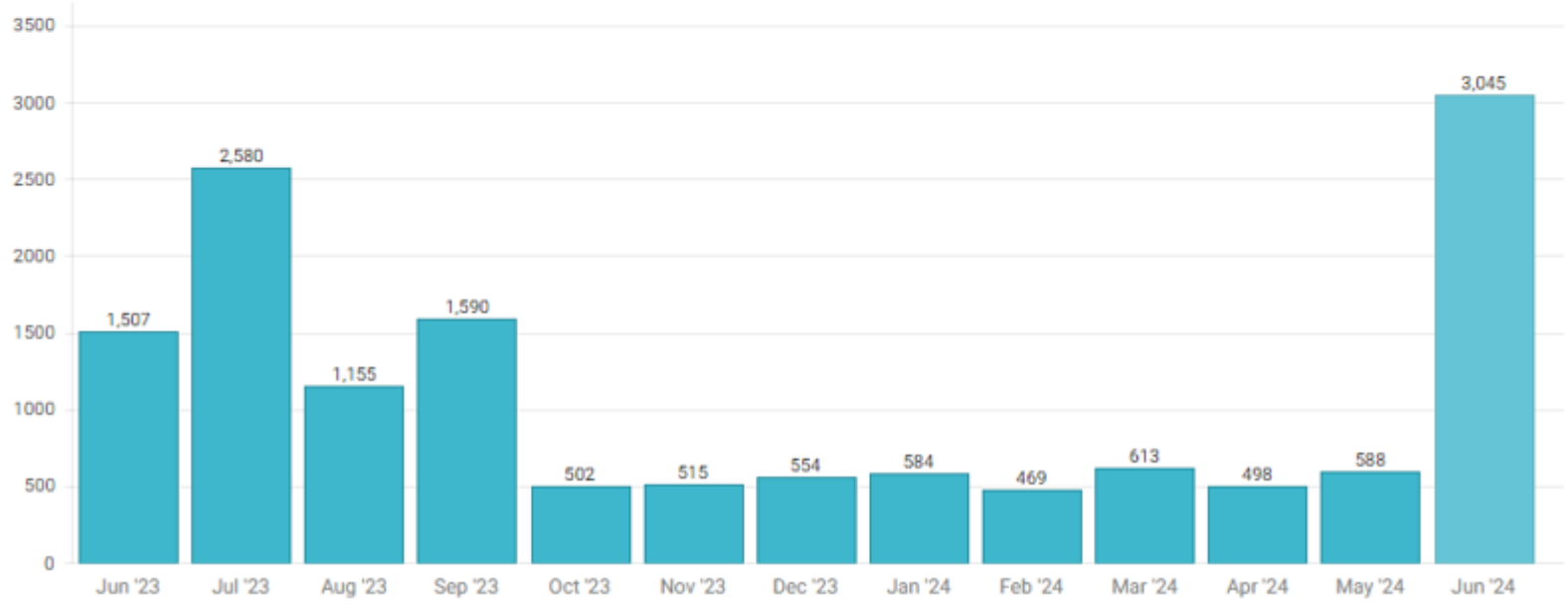
0002

Unit of Measure
Cubic Feet

From: 6/1/2023 To: 9/23/2024

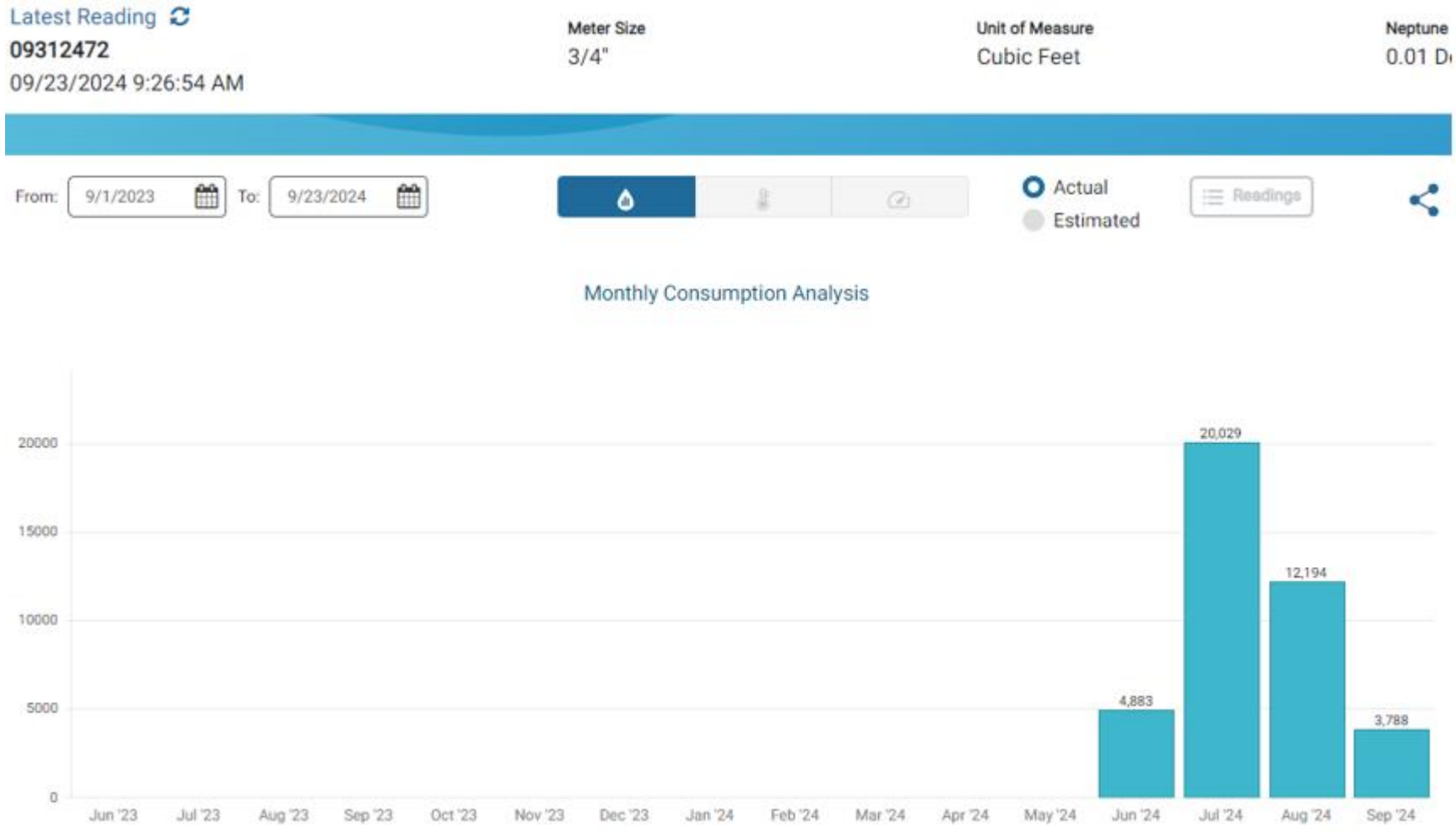
Actual
Estimated

Monthly Consumption Analysis



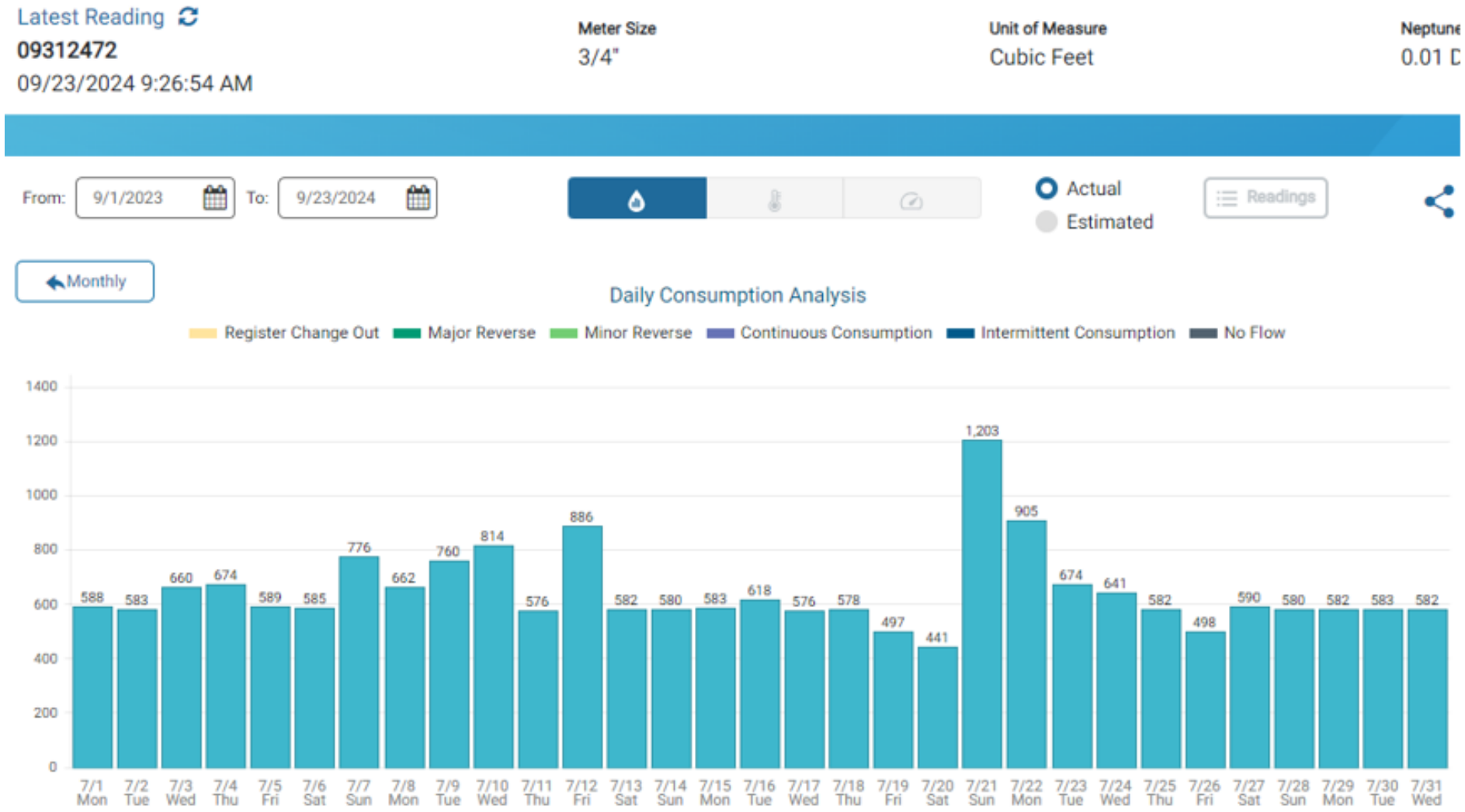
Verification Process

Step 4: Analyze Use Patterns – High Water User Example



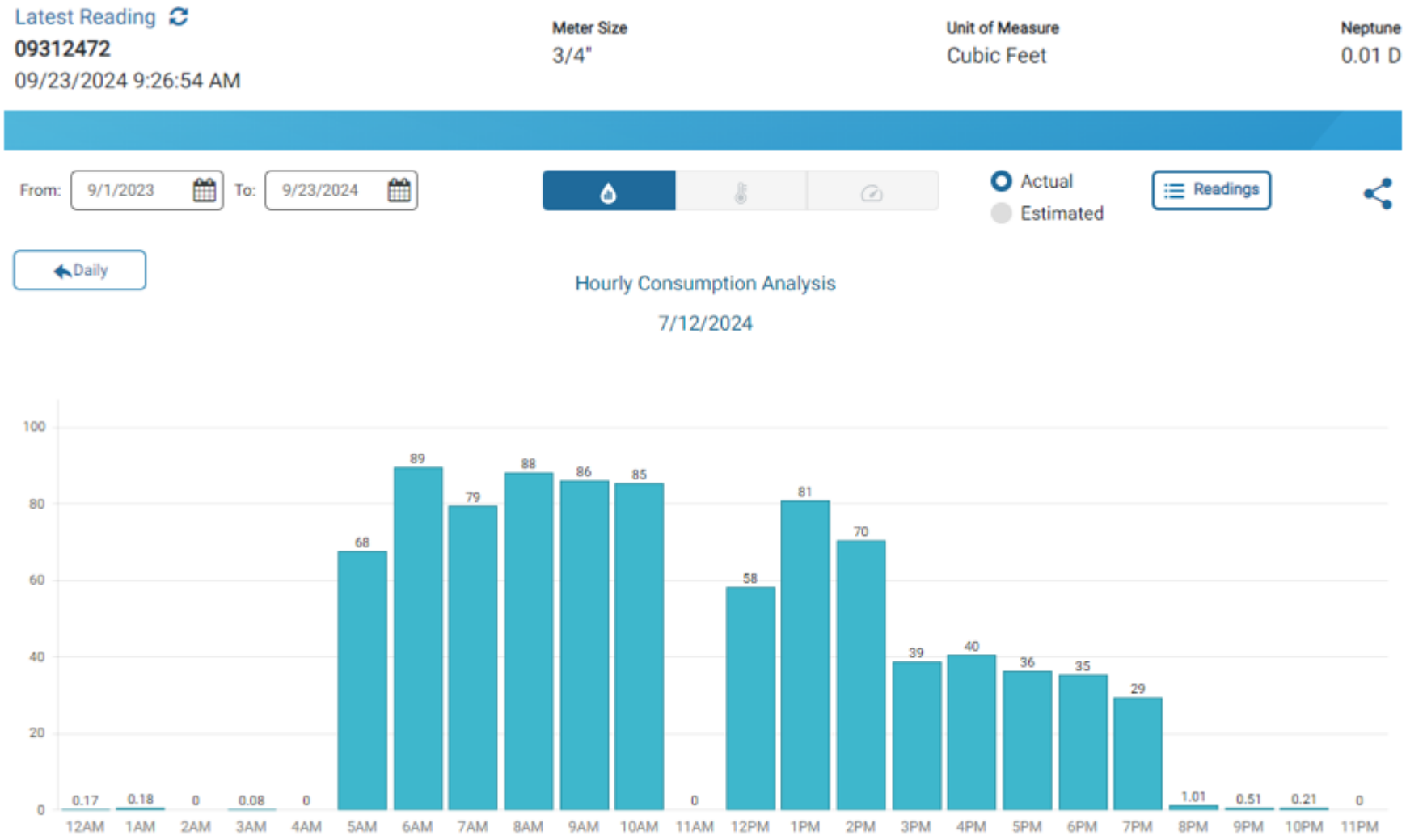
Verification Process

Step 4: Analyze Use Patterns – High Water User Example



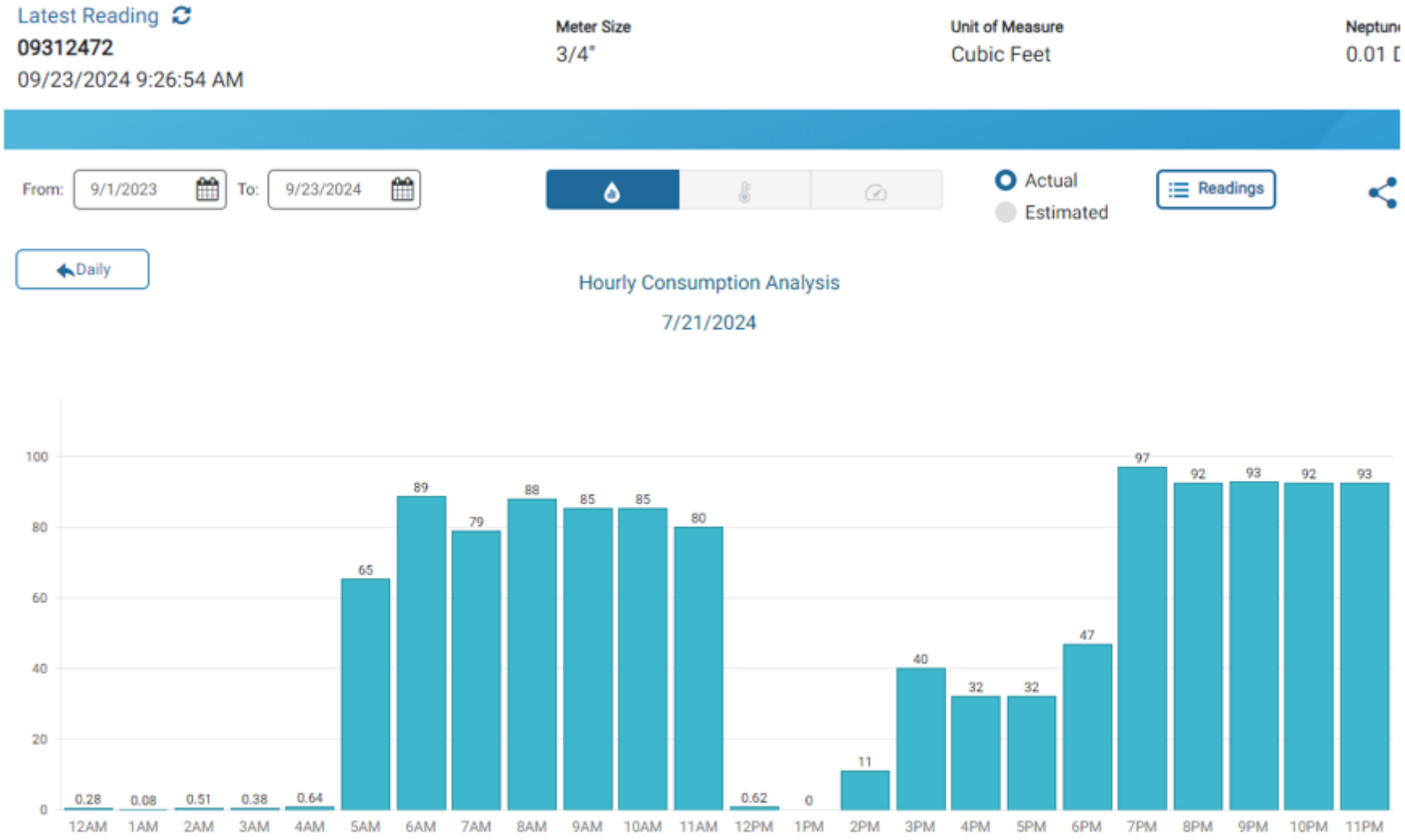
Verification Process

Step 4: Analyze Use Patterns – High Water User Example



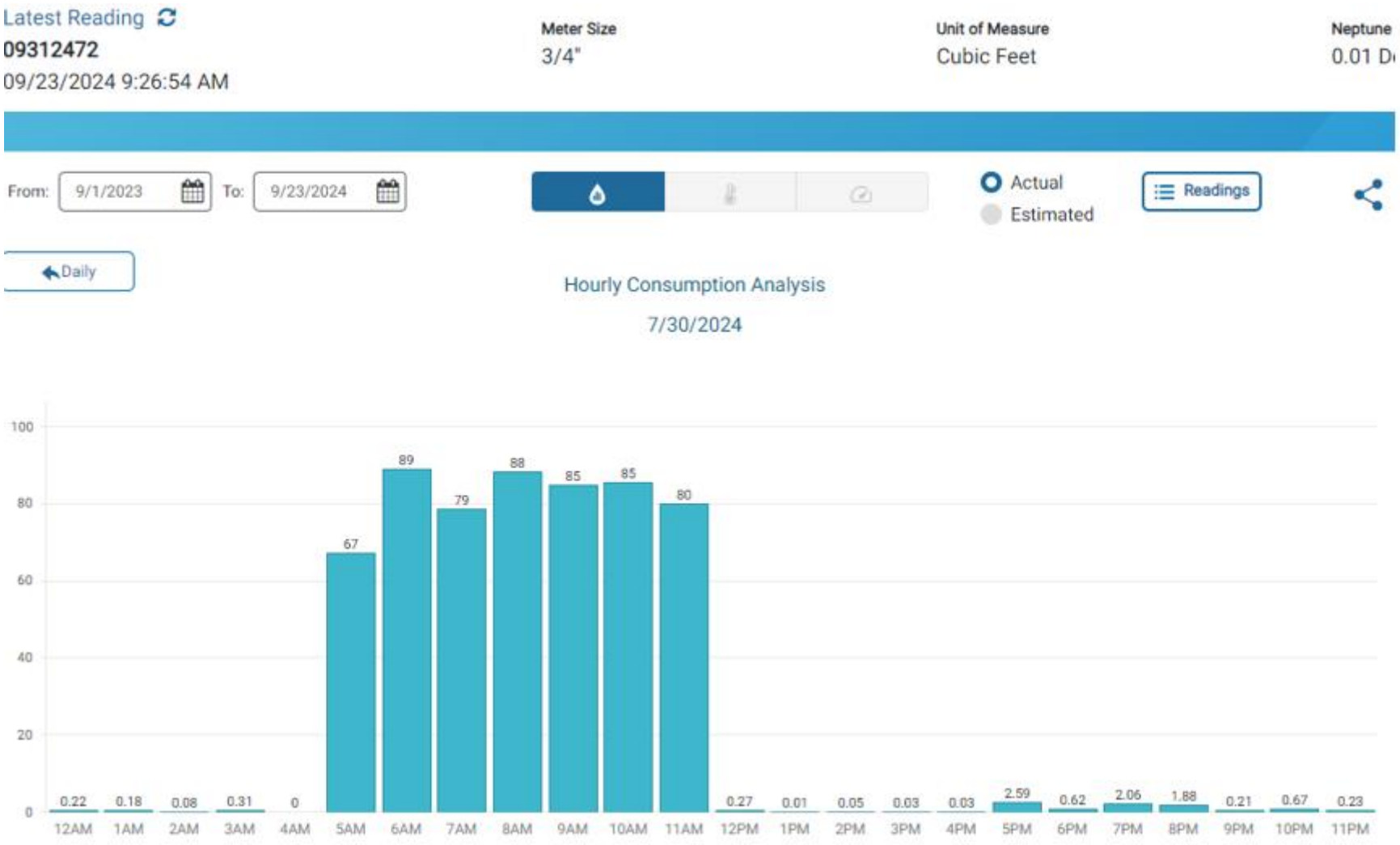
Verification Process

Step 4: Analyze Use Patterns – High Water User Example



Verification Process

Step 4: Analyze Use Patterns – High Water User Example



Verification Process

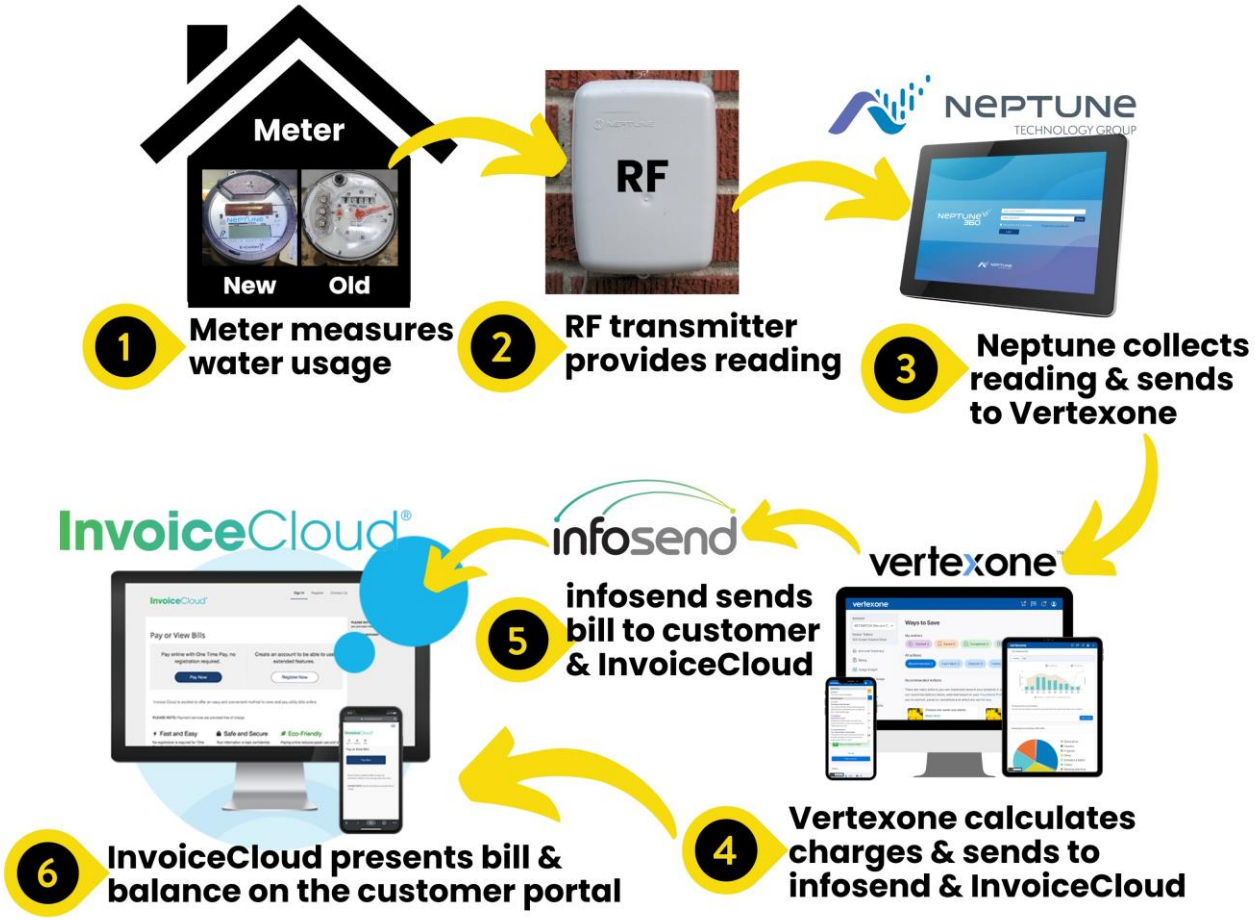
ONCE SOFTWARE IS SET UP PROPERLY, IT PRODUCES CONSISTENT RESULTS. THE VERIFICATION CONFIRMED THE SET UP IS ACCURATE, SO THE BILLS ARE BEING PRODUCED USING THE PROPER PROCESS.

ISOLATED HUMAN ERROR OR MECHANICAL ERROR SITUATIONS OCCUR REGARDLESS OF BILLING SOFTWARE CONVERSION

Discussion

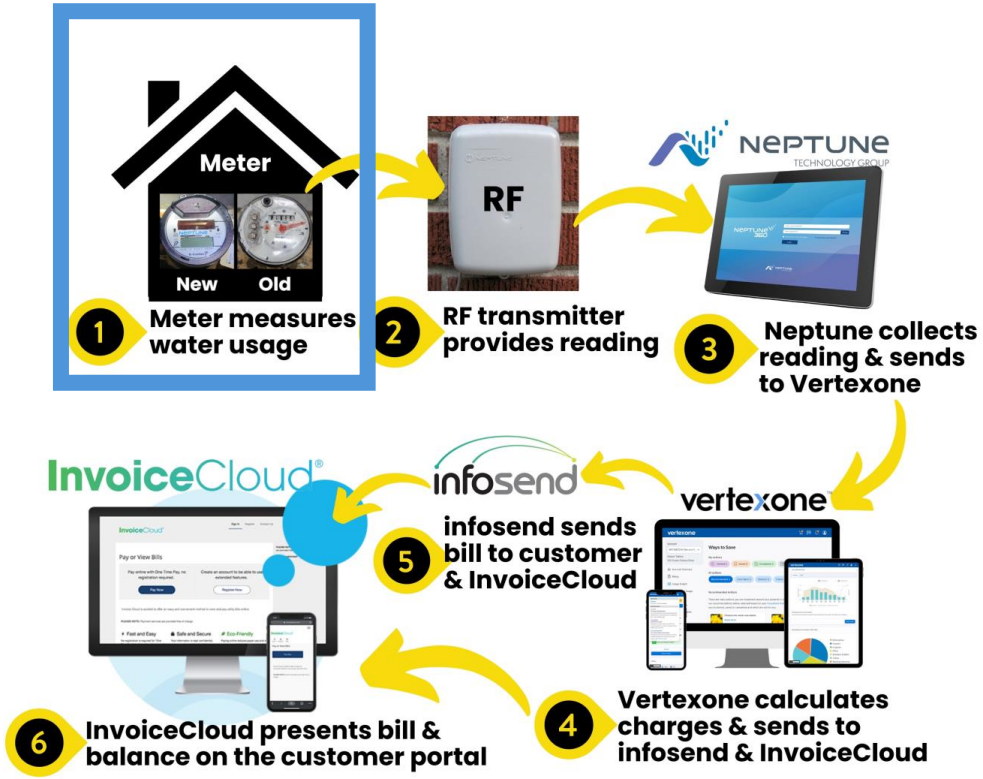
- Background and Current Status
- Issues and Public Concerns
- **Verification Process**
- Independent Analysis Options
- Communication and Actions Moving Forward
- Real-Time Bill Verification Example
- Public Comment
- Questions for City Council
  - Direction for independent analysis and additional information needed

Independent Analysis - Options



- Check sample size of bills similar to how city staff is doing it
  - Pros – easy to do, shows accuracy
  - Cons – doesn't look at each step, doesn't include physical meter review
- Meter reading to actual bill
  - Pros – easy to do, shows usage is accurate
  - Cons – doesn't look at each step
- True audit
  - Pros – extremely detailed, look at each step
  - Cons – up to 6 months to complete, expensive

Independent Analysis – Step Verification Physical Meter



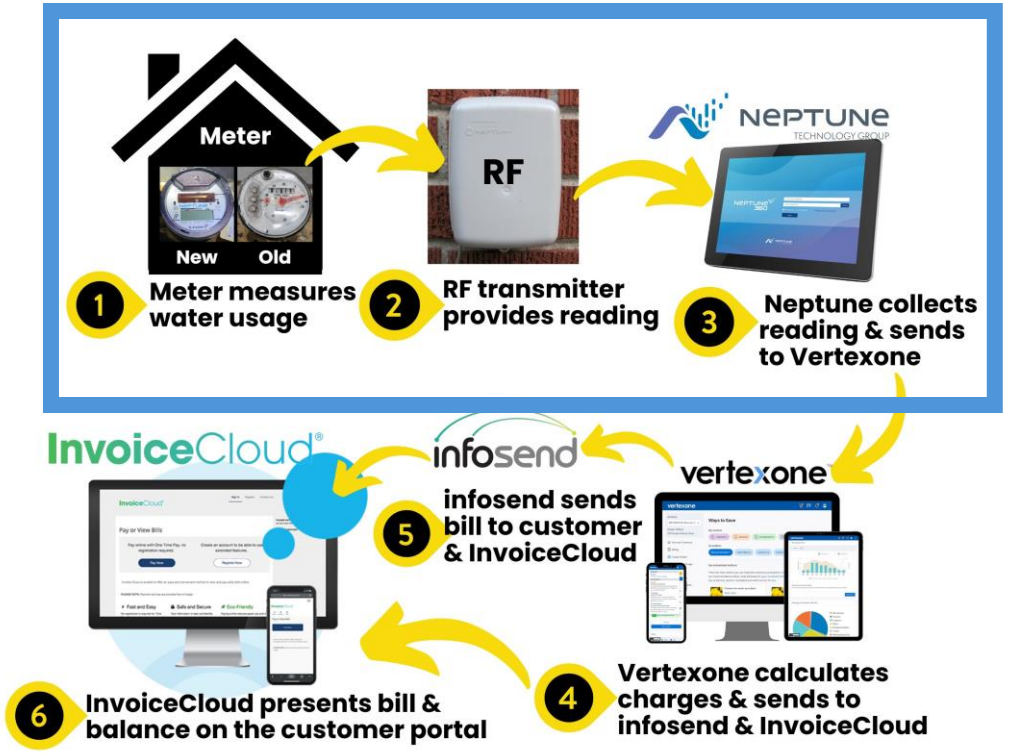
Neptune tests per AWWA

City tests for accuracy

As they age, they read low

Potential 3rd party: pull sample set of meters and have other city test them

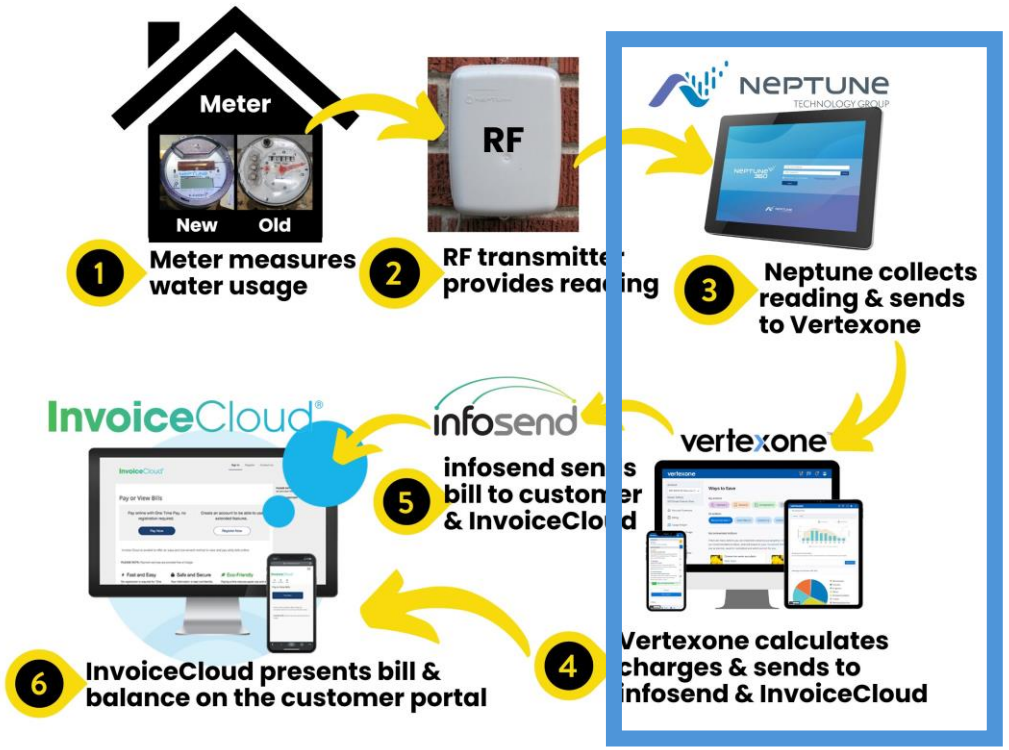
Independent Analysis – Step Verification
Meter to Meter Software



Physical observation of meter

Review Neptune record to correlate

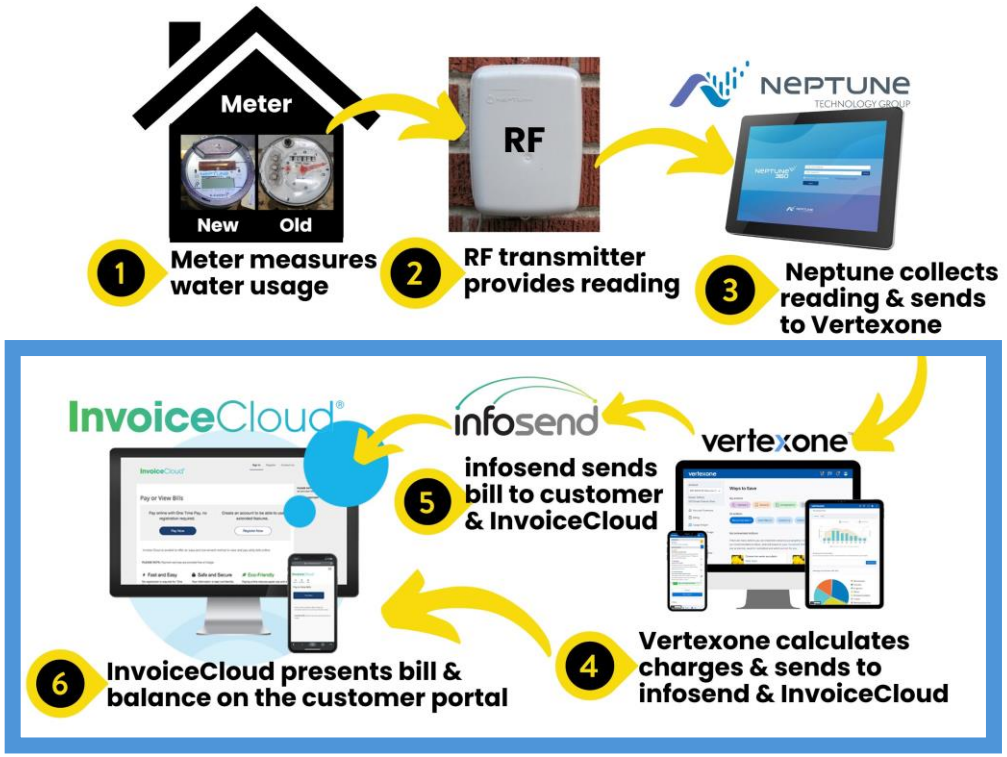
Independent Analysis – Step Verification
Meter Software to Billing Software



Compare Neptune Usage to VertexOne

Verify usage is converting to Kgals correctly

Independent Analysis – Step Verification Billing Software to Print Vendor



Calculate bill manually using usage, rates, tiers, fixed charges, and service information based on service periods

Manually compare amount in VertexOne to amount due in InvoiceCloud for a sample set of bills

Manually compare the bill image InvoiceCloud sends Infosend for a sample set of bills

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Communication and Actions

Email – response to assist with on-line portal and high usage/bill complaints

Benefit is that it frees up account reps to help people who need help

Phone calls

Long queues

DMs – same as email

FB messages – continue to put accurate info on our social media

Possible Third party analysis

30-day bills and return to normal!

Email utilities@billingsmt.gov – allow two weeks for a response

How to get accurate information

Email:
utilities@billingsmt.gov

Facebook: City of Billings Public Works

Website:
billingsmtpublicworks.gov

Fill out form

Discussion

- Background and Current Status
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- Real-Time Bill Verification Example
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Real-Time Bill Verification Example

Discussion

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- **Real-Time Bill Verification Example**
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City Council Feedback

Independent analysis

What else do we need to show?

- We want people to be confident when paying
- We want City Council to feel confident when discussing