

Dec. 18, 2024:

This week the utility billing system will be running automatically for the first time since the conversion.

1. What does that mean to you?

You will receive a bill every month on the same date (holiday and weekend dependent). This month's bill may still be closer than 30 days from the last bill but it covers a 30-day period. Your service period can be found in the upper right corner of the billing statement above the water usage section. Please keep in mind that during this time late fees and penalties are not being applied.

2. What is the status of the audit?

The third-party audit is still being conducted. It's expected to be complete in January. Information from the audit will be shared after the final report is submitted. To learn more about the audit process, please visit the audit FAQs tab on this page.

3. Why was the billing inconsistent since the conversion?

After the billing conversion in June, almost 40,000 bills were compiled and sent without issue. Unfortunately, the billing software rejected several thousand bills because they triggered an exception. Those bills had to be manually generated which caused subsequent bills to be out of sync with the software's design. Because the schedule was out of sync, the bills were not able to be produced using the automation of the program. The last several months required extensive manual work to produce tens of thousands of bills every month. Now that the bills are on schedule, the software can operate as it was designed to do. For more information, please visit the Bill FAQs tab on this page.

4. Is everything complete now?

The billing schedule is back on track. Improvements to the bill will continue to be made to increase readability and transparency (i.e. graphs, tiers and rates). Additionally, should the audit find any areas of concerns, they will be addressed.

5. What does the City want you to know?

Because the conversion is complete, future updates will focus on the audit. We know this has been a frustrating process for many people and we appreciate your patience as we got to this point.

Please keep in mind that there will be no late fees or penalties for the next few months. While a specific date has not been set for them to resume, a minimum of 2 months' advance notice will be provided.