



## 2014 Utility Billing Conversion from Quarterly to Monthly Schedule

<u>Billing Date</u>	<u>Billing Cycle</u>	<u>Meter Read Date</u>	<u>Bill Due Date</u>
February 1, 2014	Quarterly	January 2, 2014	February 20 <sup>th</sup>
April 10, 2014	Quarterly	March 31, 2014	April 30 <sup>th</sup>
May 10, 2014	Monthly	April 30, 2014	May 30 <sup>th</sup>
June 10, 2014	Monthly	May 31, 2014	June 30 <sup>th</sup>
July 10, 2014	Monthly	June 30, 2014	July 30 <sup>th</sup>
August 10, 2014	Monthly	July 31, 2014	August 30 <sup>th</sup>
September 10, 2014	Monthly	August 31, 2014	September 30 <sup>th</sup>
October 10, 2014	Monthly	September 30, 2014	October 30 <sup>th</sup>
November 10, 2014	Monthly	October 31, 2014	November 30 <sup>th</sup>
December 10, 2014	Monthly	November 30, 2014	December 30 <sup>th</sup>
January 10, 2015	Monthly	December 31, 2014	January 30 <sup>th</sup>

## Shut Off Notices and Procedures

The new billing format will reflect the penalty amount due on the face of the bill. The inclusion of the penalty amount on the original statement will be in lieu of mailing out a separate penalty notice. Shut off notices will be mailed out the day following the due date and recipients will have 10 calendar days from the date of the shut off notice to pay the balance due. In the event payment is not received within the 10 calendar days of the date of the shut off notice, the City will place a hanging tag on the front door of the delinquent property notifying the occupants that shut off is scheduled to occur not less than 24 hours and no more than 48 hours from the time of the tag placement. The hangers will be placed on the front door of the delinquent property sometime Monday and shuts off will proceed on Wednesday, unless payment is received by 3:00 p.m. on the Tuesday preceding the scheduled Wednesday shut-off.

The City recognizes that during the transition from quarterly to monthly billing it may be necessary for a customer to set up a deferred payment plan. If a customer feels that they will need to enter into a deferred payment plan to assist with this transition they should notify the City immediately following receipt of their last quarterly bill, which should be received in mid-April.