



2014 Utility Billing Conversion from Quarterly to Monthly Schedule

February 1, 2014	Quarterly Bill	Meter Read January 2, 2014	Due February 20 th
April 10, 2014	Quarterly Bill	Meter Read March 31, 2014	Due April 30 th
May 10, 2014	Monthly Bill	Meter Read April 30, 2014	Due May 30 th
June 10, 2014	Monthly Bill	Meter Read May 31, 2014	Due June 30 th
July 10, 2014	Monthly Bill	Meter Read June 30, 2014	Due July 30 th
August 10, 2014	Monthly Bill	Meter Read July 31, 2014	Due August 30 th
September 10, 2014	Monthly Bill	Meter Read August 31, 2014	Due September 30 th
October 10, 2014	Monthly Bill	Meter Read September 30, 2014	Due October 30 th
November 10, 2014	Monthly Bill	Meter Read October 31, 2014	Due November 30 th
December 10, 2014	Monthly Bill	Meter Read November 30, 2014	Due December 30 th

Shut Off Notices and Procedures

The new billing format will reflect the penalty amount due on the face of the bill. By including this on the original statement, the City will no longer be obligated to mail out a separate penalty notice. Shut off notices will be mailed out, the day following the due date, and provide all recipients 10 calendar days to pay the balance due prior to shut off. In the event payment is not received within the 10 calendar days the City will place a hanging tag on your door and shut off the service not less than 24 hours and no more than 48 hours from the tag placement. The hangers will be placed on your door sometime Monday and shuts off will proceed on Wednesday, unless payment is received.

The City recognizes that during the transition from quarterly to monthly billing some deferred payment plans may be necessary. If any customer feels the need to enter into a payment plan please notify the City immediately following receipt of your bill.