Welcome to Your New Bill!

February 2016

The City has implemented a new utility billing software that will help us be more efficient and offer more options for account management. Here are some of the changes you can expect to see:

* New look: including a perforated section at the bottom to send in with your payment
* New account number
  + Please note; you have been issued a new account number for each of your accounts.
* E-Billing
  + If you would like to go “paperless”, please provide your email address and return your bill marked with your consent. We will then send your bill monthly via email. Any newsletters will be sent in an attachment with your bill. This will save the city on postage and supplies!
* Account Access
  + Look for a website/link and personalized access code on your next month’s statement. You will then be able to access your personal account and billing information online.
* Notices
  + The new system will automatically produce notices for all accounts which have not paid by the due date. Please note that bills are due by the 15th of the month. If payments are not received by the last day of the month, your account will be charged the $25 delinquent fee. Delinquent accounts will receive a shut-off notice and service will be discontinued until account is paid in full.
* **Multi-Parcel Owners**
  + If you own more than one parcel, your accounts have now been consolidated onto one statement with an overview of each of your accounts. If you have any questions about your accounts, please do not hesitate to call.

Yes, please sign me up for e-billing!

I understand I will no longer receive paper statements in the mail and will be e-mailed my statements and newsletters.

E-mail address: