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News

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City Utility Billing Concerns Addressed

In the past, concerns have been expressed to both City staff and in the local newspaper regarding the city's water/sewer billing cycle. Under the current system, customers have occasionally had two due dates within the same month, one at the very beginning and one at the very end. The City understands and sympathizes with the undue hardship this situation can place on our customers and have since begun a revision of these cycles. The previous calendar was based on four weekly cycles, which resulted in intervals of 28 days. However, over the course of a year, with only one month actually containing 28 days, the additional days in other months resulted in a shift of the final billing schedule. The new schedule is complete and will go into effect at the start of the 2010 billing cycles. It is important to note that in reworking each of these billing periods to ensure that only one bill is received per month, some statements will contain up to 33-34 days worth of water usage, which may result in a marginally higher water bill for those months. Additionally, customers that are billed for actual sewer usage instead of their winter quarter average may see a marginally higher amount for sewer charges as well. Trash charges will continue at a flat rate per month for residential customers.

Anyone with questions about the new billing cycles may contact customer service at (928)453-4146.

Contact: Charlene Yarno 928-453-4146.

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