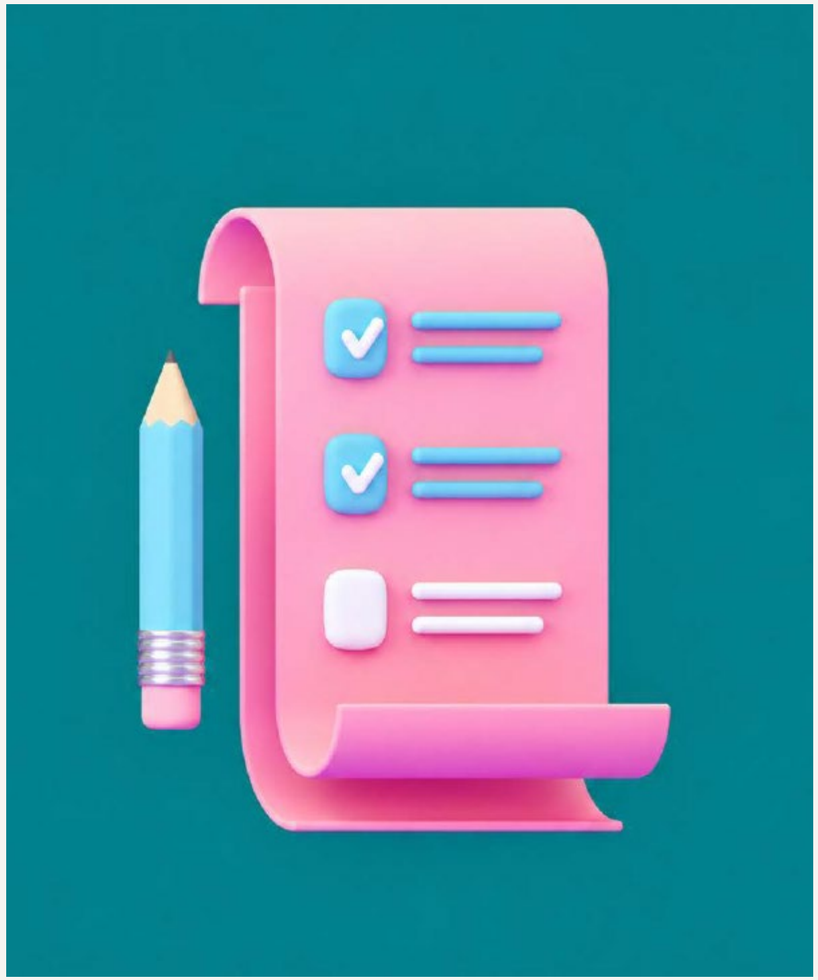
PRESENTED BY :

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November 18, 2026

MONTHLY BILLING UPDATE



Monthly Billing Status Agenda

- Customer Outreach & Communication
- Technology & UB System Configuration
- Customer Service Preparation
- Policy & Procedure Update
- Free Way 2 Pay
- Questions

• Project Overview

Monthly bills. Bi -monthly meter reads.

Every Month

Customers receive a utility bill each month.

Every Other Month

Meter reading and water consumption billing remain bi-monthly.

Project Objectives

Improve customer service, support household budgeting and encourage timely payments.

- Customer Outreach & Communication

Customer Outreach is Underway

Customer Education

Explain bill frequency, consumption charges, due dates and available payment options.

Postcard Mailer

Direct notification to customers planned for December.

Website & Social Media

Website updated; information is being distributed through social media.

- System Configuration complete : testing continues

Initial Configuration

Tyler Technologies has completed the initial system configuration.

Billing Validation

Review calculations, balances, due dates, statements and consumption charges.

Process Integration

Evaluate payments, delinquency management, adjustments & notifications.

- Preparing Customer Service for the Transition

Account Information

Verify customer email addresses and telephone/cell phone numbers.

Electronic Services

Encourage paperless billing and expand electronic communications.

Staff Resources

Develop consistent guidance for billing, consumption charges, payment and account questions.

• Rules and Regulations Amendments

Billing Provisions

Review billing frequency, due dates, deposits, delinquency and late payment penalties.

Internal Procedures

Update billing forms, customer notices and payment processing practices.

Board Consideration

Present proposed policy revisions for consideration and approval before implementation.

- Free Way 2 Pay

SCHEDULED LAUNCH

December 1 2026

No District payment Processing fee

Convenient automatic payments

- Checking or savings account
- Recurring authorized withdrawals
- Helps avoid missed payments and late fees

- Minimizing the financial impact

Lower-Cost Payments

Promote Free Way 2 Pay.

Electronic Billing

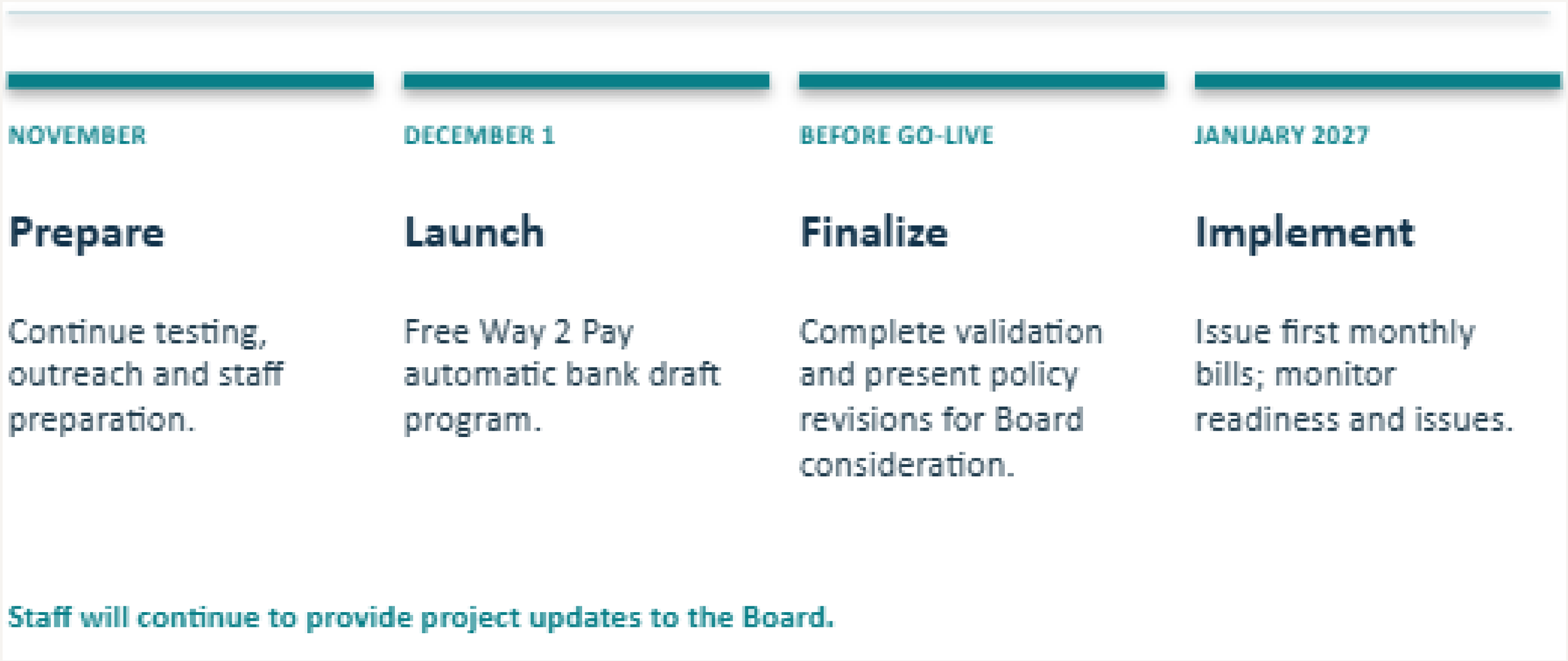
Increase paperless enrollment to reduce printing and mailing costs.

Customer Tools

On-line portal

Email or text reminders and improved online account and payment instructions.

- Implementation Timeline



Questions & Discussion