



Prineville City Council Meeting June 10th, 2008

Issue Summary

Topic: Utility Bill Cycle Change

Department: Finance Staff: Liz Schuette

For Informational Purposes
No Council Action Required

Beginning in July, the utility department will be changing the billing cycle and due date for water and sewer bills. Bills will be arriving approximately 2 weeks earlier (around the 20th of the month) and will be due on the 15th. It will still be a 30-day cycle, but instead of being billed from the 1st to the 30th, it will be from the 15th to the 15th.

This change is being made due to many citizen requests that their utility bills arrive earlier in the month and that the due date more closely match common pay days. By switching to the 15-15 cycle, the City utility bill will more closely follow the cycle of other utility companies such as Qwest, Pacific Power and Cascade Natural Gas. The majority of these utilities also send bills around the 20-25th of the month with due dates generally between the 10th and the 15th.

In order to transition to this new billing date, a single 45 day billing cycle will be needed. In the June utility bills, there will be a detailed letter to customers explaining the change and answering questions. In July, base charges will reflect a 45 day cycle and the July bill will not be due until August 15th. The august bill will be sent out on August 18th and be due September 15th. The new cycle will then be in effect.

We hope this transition will be well received by our customers. This has been a top priority request that has been heard numerous times by utility staff from customers at the front desk.