



YOUR BILL CYCLE IS CHANGING!



CURRENTLY

- There are **50** days between the bill date and the due date.
- Payment is due on the 20th of the *following* month.
- There are about **100** days between the bill date and potential meter lock due to past due balance.



IN THE FUTURE

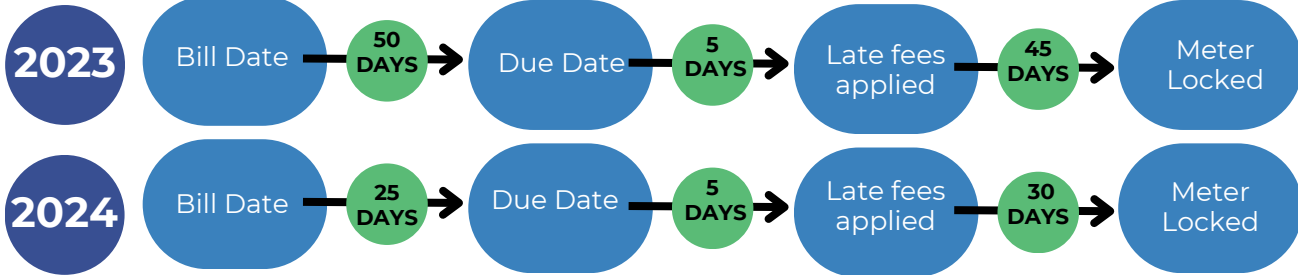
- There will be **25** days between the bill date and the due date.
- Payment will be due on the 25th of the *same* month.
- There will be about **60** days between the bill date and potential meter lock due to past due balance.



MOVING FORWARD

- Since our current bill cycles were put in place, work flows have changed and evolved.
- Shortening the billing cycle length brings us more in line with industry standards.
- Due dates are changing, bill dates are not. Customers will still be billed every 2 months.

BILL CYCLES SIDE BY SIDE



Geneva & North Shore residents will still receive bills in odd months. Your first bill on the new cycle will be dated January 1, and be due January 25, 2024.

NEW DUE DATES

Sudden Valley residents will receive bills in even months. Your first bill on the new cycle will be dated February 1, and be due February 25, 2024.

Autopay

Simplify your life with autopay! Just go to our website, and click the blue button that says 'Pay Online' to visit Xpress Billpay and set up autopay and paperless billing options.



Payment Plans

Feeling overwhelmed by your past due balance? Options are available! With a payment plan, you can avoid further late fees. Visit our website or call us for details.



Disconnection Pause

The District will not be performing any shutoffs for past due bills in January or February 2024 in order to give customers a period of adjustment.

