



September 1, 2024

Water Utility Users:

We are transitioning to a new water billing provider in late September. We at City Hall are excited for the change to help us provide better more efficient services to our customers. We want to keep everyone updated on the important dates coming up.

Your September billing will be with the same billing provider. Meters will be read on the 20th as usual and sent out at the usual time.

The last week of September (23rd- 27th), City Hall will have special hours while our staff completes the training for new billings software. The special hours will be as follows:

September 23 – Normal Business Hours	9 am – 5 pm
September 24 – Closed	Closed
September 25 – Open Afternoon only	2 pm – 5 pm
September 26 – Open Afternoon only	2 pm – 5 pm
September 27 – Normal Business Hours	Closed

Please be aware customer payments received from September 23rd through the end of September may not be reflected on your customer accounts on the day they are received. We will be entering these payments into our new system as we train.

Beginning October 1st – The new system will be fully in use. Customers will be receiving new information on how to log in to view their accounts. Your paper and emailed statements will have a different format and come from a different provider.

Customers who have set up automatic payment or pay using our online payment system will need to ensure their auto payments are canceled in the current system beginning October 1. Once we have the new company information and a date of onboarding for online account payments, we will be notifying the public. Until the new payment system is set up, credit card payments will need to be paid by calling City Hall at 503-662-3511.

Customers who use their bank's bill pay, pay by check, or pay by cash there will be no changes that need to be made to your payment method.

The new utility billing company has many new and helpful features including:

- Easier to read billing invoices.

- Usage graphs for customers to monitor usage throughout the year.
- Text correspondence to notify customers of leaks, emergency water shut-offs, payment reminders, etc.
- Universal search for looking up customers by multiple names, addresses, or phone numbers.

In the meantime, if you have any questions or need to update your contact or account information, please contact City Hall at 503-662-3511.

Thank you in advance for your patience while we complete the switch. We look forward to serving you in the future.