

Chapter 18.1 County Code Utility Billing Code Modernization

October 3, 2023

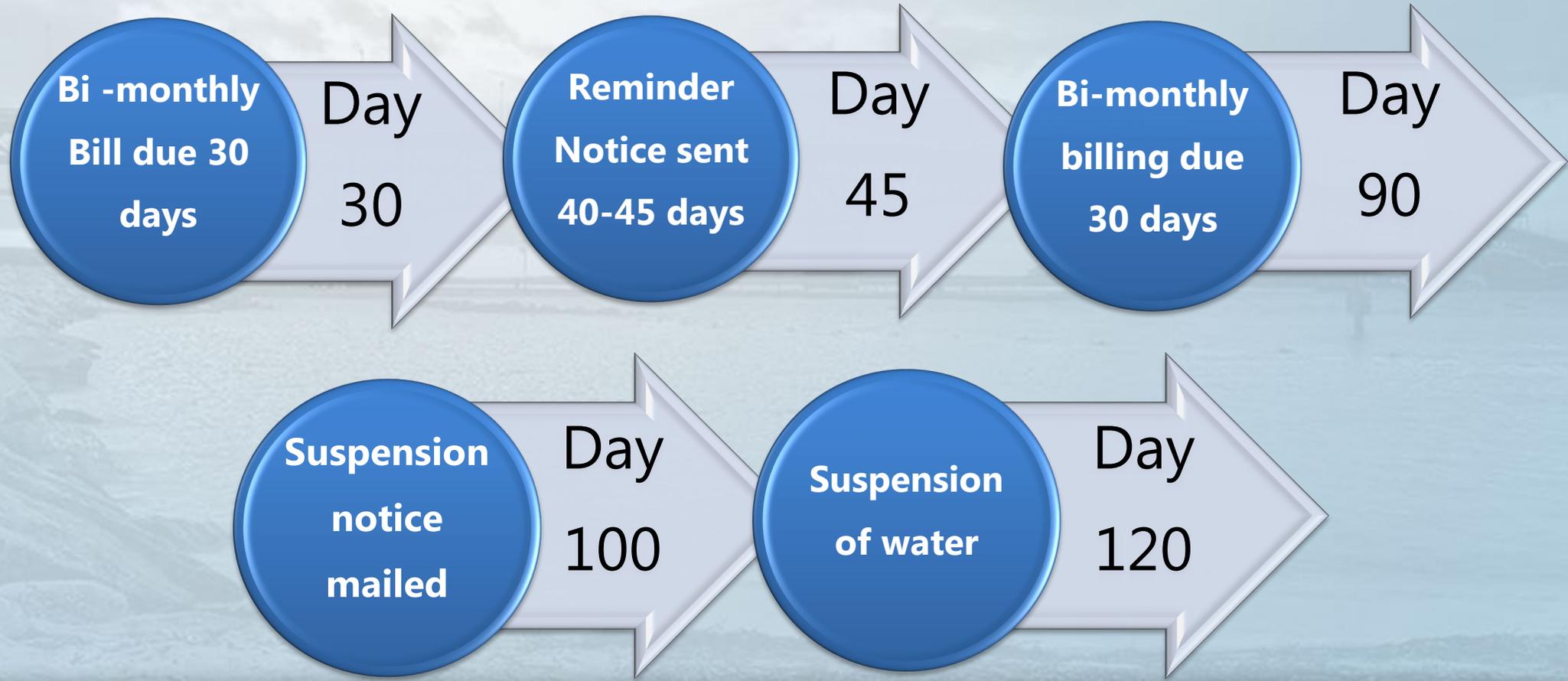
Basis for Code Changes

- First comprehensive review Chapter 18.1 since inception (early 1990's)
 - Minor revisions
- New Computer system process
 - Developing processes in the new system
- Increase in accounts over the years

Changes to Utility Billing Code

- No fee changes
 - Part of the budget process
- Minor grammar changes
- Definitions: Users and Non-Users
 - User-physically connected to the system
 - Non-user: not physically connected to the system but has paid the connection fee to be collected (discounted rate billed)
- More favorable water suspension terms
 - The ability to make payment arrangements will still be available

Billing Timeline



UtilityOne (Avenity)

- First bills sent out on September 29
 - Due October 30
- All customers sent bills
 - With balances
 - Smartpay customers
 - Credit accounts
- New account numbers
- New online portal available
 - Credit card payment
 - E-check payments
 - View account and bills
- Quick Pay
- Need to register your account
 - Need new account number
 - Portal access code located on the first bill

Questions?

Chapter 18.1 County Code Utility Billing Code Modernization

October 3, 2023