

The City of Wood Dale is in the process of switching its utility billing software. As part of this change, you will be receiving a redesigned water bill within the next few months. The same information will be included, with a new format and additional data to help residents better understand their usage.

#### **CHANGES TO YOUR BILL**

### **Account Number:**

Your current account number will become your customer ID. You will receive a new account number that does not relate to the previous account number.

#### Chart:

This new addition will show your consumption/usage history.

#### **Billing Detail:**

Water, sewer and refuse will now be broken out in more detail to help you understand each of your charges.

### **ONLINE ACCESS/EMAIL NOTIFICATION**

The City will be moving to a new Customer Self-Service platform in order to access your invoice online and receive e-mail delivery. The current Green Pay system and one-time bill payment site will be discontinued. You will need to register and use the new online system going forward. Recurring payments via bank account will continue; the City also plans to add a recurring credit card payment option in the future.

## **ADDITIONAL PAYMENT OPTIONS**

As always you can mail your payment, use the drop box in the parking lot, or come in to City Hall to make your payment.

#### **METER READINGS**

As part of the software change, the City will begin to bill within a few days after obtaining the meter readings versus the current practice of billing a month behind. Currently the readings we obtain at the end of the month are not billed until the end of the following month. With our new software we would obtain the readings near the end of the month, and then send out the bills within a few days. In order to accomplish this, the City will need to eliminate the current one month lag. This will result in you receiving 1 - 2 bills with more than the typical 4 weeks of usage. Once this lag has been eliminated, the bills will return to normal. We understand that this process will not be ideal, so we will be implementing the change during the winter months when usage is typically at its lowest.

## **CURRENT UTILITY BILL**



# **UPCOMING UTILITY BILL**

