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## **City of Oshkosh Utility to transition to monthly billing cycle this month** Monthly billing to begin in May

**OSHKOSH, Wis. April 4, 2019** – The City of Oshkosh Utility Accounting Division is making the transition from quarterly billing to monthly, which will officially begin in May. This changeover comes as a result of customer requests, and to better serve residents and communicate usage.

The first change will take place in April, with a transition bill. This bill will prepare all customers for the monthly billing cycle in May, and will look different for each customer, depending on when they last received their quarterly bill. If a customer received their last bill in March, their transition bill should be less than their typical 90-day quarterly bill. If customers received their bill in January, their transition bill could be slightly more than their typical quarterly bill. After the transition bill is sent in April, all customers will be on the monthly billing cycle. The first official monthly bill will be sent in May.

“A monthly Utility billing cycle will better align with most customer budgeting practices, and will assist customers in identifying potential water leaks more quickly, preventing increased utility bills due to leaks,” said Finance Director Trena Larson. “The Utility also offers new enhanced customer services to include email billing and a portal for customers to view their usage and maintain their account. These new enhancements will incentivize customers to utilize automatic payment withdrawal.”

Information and sign up forms for email billing and automatic withdrawal payments are available on the City website. Over 4,800 customers are already enrolled in automatic withdrawal payments. In addition, over 500 customers have enrolled in email billing.

The City of Oshkosh Utility Accounting Division thanks customers for their cooperation during the transition to monthly billing. More information and a Frequently Asked Questions document are available at [www.ci.oshkosh.wi.us/UtilityBilling](http://www.ci.oshkosh.wi.us/UtilityBilling). Customers can reach Utility Accounting by calling (920) 232-5325, or by visiting City Hall, 215 Church Ave., Room 106, open Monday – Friday, 8 a.m. – 4:30 p.m.



## **Frequently Asked Questions**

### **City of Oshkosh Monthly Utility Billing Transition**

**Q: What is changing with the Utility Billing Cycle?**

*A: The City of Oshkosh Utility Accounting Division is transitioning from a quarterly billing cycle to a monthly billing cycle for City utility bills beginning in May, 2019. This includes water, sewer, storm water, and fire protection.*

**Q: Why is the City switching to a monthly bill cycle?**

*A: Customers have requested a monthly cycle for several years, and to better serve residents and communicate usage, the City is switching to a monthly bill cycle. Many other municipalities have made the change to a monthly cycle, which also tends to align better with customer budget practices. A monthly cycle will also assist customers in identifying potential water leaks more quickly, preventing inflated bills due to leaks.*

**Q: When will the transition happen?**

*A: A transition bill will be sent in April, 2019, which will put all customers on the same cycle. Your monthly billing cycle will officially begin in May, 2019.*

**Q: What will the transition/catch-up bill look like?**

*A: Depending upon which week your specific bill is sent during the quarter, each customer's bill will look a little different. If you received a bill in March, your transition bill should be less than your typical 90-day quarterly bill. If you received your bill in January, your bill could be slightly more than your typical quarterly bill.*

**Q: Can I elect to receive my bill quarterly, instead of monthly?**

*A: Quarterly billing will no longer be an option for City of Oshkosh Utility customers.*

**Q: Is this going to cost more money?**

*A: Fixed costs, such as postage and printing, will increase as a result of this change. However, there are also new enhanced customer services, which will reduce these fixed costs. For example, by signing up for email billing and/or automatic checking withdrawal payments.*



**Q: Am I required to enroll in email billing or automatic payment withdrawal?**

*A: No. Email and automatic payment withdrawal billing are optional for Utility customers. They are additional ways to receive and pay your bill. Choose whichever option is most convenient to you.*

**Q: If I already have automatic payment withdrawal, do I have to re-enroll when my bill switches to a monthly billing cycle?**

*A: No, if you are already signed up for automatic payment withdrawal, you do not need to re-enroll. The process will continue to work the same when the billing cycle switches to monthly.*

**Q: If I'm enrolled in the automatic payment withdrawal program, when the billing shifts to monthly, will the funds be withdrawn on the same date as it's currently set up?**

*A: No, the date of withdrawal will be 20 days following your bill date. This date will be indicated on your monthly bill.*

**Q: What do I have to do to prepare for this transition?**

*A: Nothing. You will receive your transition bill in April, and the monthly billing cycle will start automatically in May. You may sign up for automatic payment withdrawal and email billing if you choose to do so by visiting the Utility Accounting page on the City's website, here: [www.ci.oshkosh.wi.us/UtilityBilling](http://www.ci.oshkosh.wi.us/UtilityBilling).*

**Q: Will this change cause water rate increases?**

*A: No, we did not increase our water rates to implement this program, and anticipate minimal, if any, impact on sewer and storm water utilities.*

**Q: Who can I talk to if I have additional questions?**

*A: Visit the City of Oshkosh Utility Accounting Department, located at City Hall, 215 Church Ave., Room 106, open Monday – Friday, 8 a.m. – 4:30 p.m., visit our web page [www.ci.oshkosh.wi.us/UtilityBilling](http://www.ci.oshkosh.wi.us/UtilityBilling), or call (920) 232-5325.*