



For more information, contact:

Emily Springstroh, Communications Coordinator
(920) 236-5269; espringstroh@ci.oshkosh.wi.us

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. 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.

