



# SCAPPOOSE *Oregon*

## IMPORTANT NOTICE

### We have switched to Monthly Billing

Beginning September 25<sup>th</sup> 2015 all residents will be switched to the new monthly billing system. There will no longer be bi-monthly billing so please pay close attention to the new due dates listed on your billing statement.

✚ Here is the schedule for the new monthly billing system.

- Meter reading will take place between the 13<sup>th</sup> and 15<sup>th</sup> of each month.
- Utility billing statements will be mailed out to customers the 25<sup>th</sup> of each month.
- Utility bills will be due each month on the 15<sup>th</sup> or the following business day.
- 5 day service disconnect notices will be sent out the day following each due date.
- Service disconnect will take place the 21<sup>st</sup> of each month or the following business day.

There are many reasons for the change to monthly billing, the main reason being that many of our residents have requested this change. Also, water leaks that effect residents will be discovered faster by reading meters monthly. Fixed costs that were doubled in a bi-monthly billing will now be charged monthly, lowering your monthly utility bill.

**The most important change that customers need to be aware of is that utility bills will be due each month on the 15<sup>th</sup> or the following business day.**

We understand that this will be a change and not everyone likes change. We understand this will change how a resident budget's for their utility bill, but once everyone becomes accustomed to monthly billing we believe it will be better for everyone. Questions can be directed to the Utility Billing Clerk at 503-543-7146 x221