

# **REMEMBER: Water Utility Billing Cycle and Due Date Change Began September 15<sup>th</sup> Allowing Customers To See Their Water Use and Notice Any Water Leaks Twice as Fast as in the Past!**

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## **FREQUENTLY ASKED QUESTIONS – WATER UTILITY BILLING CYCLE CHANGE**

### **WHAT HAPPENED?**

The Village of Tequesta Utilities Department changed the utility billing cycle to mid-month billing, shortening the time between the time meters are read and the bill goes out by about two weeks.

### **WHAT DOES THAT MEAN?**

VOT water utility bills will now be mailed mid-month instead of at the end of the month. This means you will receive two bills in the month of September, for two different billing periods:

- First bill – for your July billing cycle (water usage + base rate for service in July)
- Second bill – for your August billing cycle (water usage + base rate for service in August)

This means you will receive your August bill (billing cycle) about two weeks sooner than you usually do, in mid-September, and your new bill due date will also change from the end of October to mid-October.

If you have already paid the first bill you received for July's water-billing cycle, your second bill will only show the amount due for August's water-billing cycle. If you have not, then your bill will look like it has doubled or has two months' worth of billing.

### **WHY DID WE CHANGE THE CYCLE?**

We made the change to enhance customer service by shortening the time between meter reading and billing, enabling customers to see their water use much earlier and to observe any potential water leaks. Meters are read at the first of the month for the PREVIOUS month's water use, and the new due date will be around the 15<sup>th</sup> of the month. This has been one of the Village Council's initiatives since 2020, and now that the AMI meter system is operational, we implemented it. Additional feedback the Village received from our water customers revealed that they wanted this change made to better manage their monthly bills, as an added benefit to those listed above. The due date is still 30 days from the day the bill goes out to our customers.

### **HOW WILL YOUR FIRST BILL LOOK AFTER THE CHANGE?**

You will receive your first mid-cycle bill in mid-September, about two weeks sooner than you usually do. It will be for your August water service. You are still being billed for only one month's worth of water use on each bill. If you have already paid the first bill you received at the beginning of September (for July's water service), your second bill will only show the amount due for your August water service. If you have not paid yet, then your bill will look like it has doubled or has two months' worth of billing.

### **HOW DOES THE NEW BILLING CYCLE AFFECT YOU?**

- It changes the billing date to mid-month after water service is provided, enabling customers to see their water use much earlier and correct any potential water leaks or high irrigation use
- It changes the bill due date to mid-month instead of the end of the month, still 30 days after the bill goes out to our customers

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If you have any questions or concerns feel free to use our AI (Artificial Intelligence ) VOTBOT at the bottom of our website at [tequesta.org](http://tequesta.org) or call 561-768-0700.