

Current Timing

Water and PI Read Date	Electric Read Date	Other Services Usage Dates	Bill Delivered Date	Due Date	Shut Off Notice Date	Shut Off Date	Days Between Read Date and Due Date	Days Between Due Date and Shut Off Date
2/10	2/15	2/20	3/1	3/20	Wed between 6th-12th	Wed between 13th-19th	38	21

Proposed Timing

Water and PI Read Date	Electric Read Date	Other Services Usage Dates	Bill Delivered Date	Due Date	Shut Off Notice Date	Shut Off Date	Days Between Read Date and Due Date	Days Between Due Date and Shut Off Date
2/20	2/20	2/20	3/8	3/25	Wed between 9th-15th	Wed between 17th-23rd	33	20

Impact of the Bill Timing Change

- The proposed timing will decrease the time between water usage and collection.
- It will standardize the usage periods across all services.
- All commercial power meters read date will move from the 4th to the 20th
- Will move Cindy's (Utility Billing Manager) busy time from the end of month conflicting with Thanksgiving, Christmas, and Fiesta Days to the beginning of the month.
- There will be a grace period after the due date to the end of the month. When the 20th landed on a non-business day we had to ring in payments on the 21st or 22nd as the 20th.
- Change will align the Utility Billing Periods with the General Ledger Periods making things easier for the Finance Department.
- Bills will be "due" the 25th, but there will be a grace period until the 1st.

NOVEMBER 2021						
SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	6
7 End Daylight Savings	8	9	10	11 Veterans Day	12	13
14	15	16	17	18	19	20
21	22	23	24	25 Thanksgiving Day	26 Black Friday	27
28	29	30				

Current Timing

20th - Due Date, but the office is closed.

21st - Office is closed.

22nd - Receipting payments all day long on the 20th in our accounting system.

23rd - The 10/21 to 11/20 utility billing period is finally closed and Cindy can generate bills.

NOVEMBER 2021						
SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	6
7 End Daylight Savings	8	9	10	11 Veterans Day	12	13
14	15	16	17	18	19	20
21	22	23	24	25 Thanksgiving Day	26 Black Friday	27
28	29	30				

Proposed Timing

25th - Due Date, but the office is closed.

26th to 30th - This is the grace period. No late fee assessed.

Dec 1st - Cindy can begin generating bills immediately.

Bill Due Date	Shut Off Date	Days Between Due Date and Shut Off Date	Shut Off Days That May Need to Be Adjusted
12/20/2021	01/19/2022	30	
01/25/2022	02/23/2022	29	
02/25/2022	03/23/2022	26	
03/25/2022	04/20/2022	26	
04/25/2022	05/18/2022	23	
05/25/2022	06/22/2022	28	
06/25/2022	07/20/2022	25	
07/25/2022	08/24/2022	30	
08/25/2022	09/21/2022	27	
09/25/2022	10/19/2022	24	
10/25/2022	11/23/2022	29	Day before Thanksgiving-move to 11/16
11/25/2022	12/21/2022	26	
12/25/2022	01/18/2023	24	
01/25/2023	02/22/2023	28	
02/25/2023	03/22/2023	25	
03/25/2023	04/19/2023	25	
04/25/2023	05/24/2023	29	
05/25/2023	06/21/2023	27	
06/25/2023	07/19/2023	24	
07/25/2023	08/23/2023	29	
08/25/2023	09/20/2023	26	
09/25/2023	10/18/2023	23	
10/25/2023	11/22/2023	28	Day before Thanksgiving-move to 11/15
11/25/2023	12/20/2023	25	
12/25/2023	01/24/2024	30	
01/25/2024	02/21/2024	27	
02/25/2024	03/20/2024	24	
03/25/2024	04/24/2024	30	
04/25/2024	05/22/2024	27	
05/25/2024	06/19/2024	25	
06/25/2024	07/24/2024	29	Holiday-move to 07/17
07/25/2024	08/21/2024	27	
08/25/2024	09/18/2024	24	
09/25/2024	10/23/2024	28	
10/25/2024	11/20/2024	26	
11/25/2024	12/18/2024	23	
12/25/2024	01/22/2025	28	

Shut Offs in the Winter

- We don't leave power off if the temperature at night drops below freezing.

Shut Offs in December

- We shut off during the day and hope they pay. We turn them on that night and leave them on until the shut off day in January.