

Important changes to your Utility Bill Please Read

The City of Caldwell would like to inform you of some upcoming changes to your Utility Bill. Effective September 1st 2010, all bills will be mailed out on the 1st of each month. Here is how your bill is currently arranged and how it will change:

How it is now:

Currently, you are billed on the 16th of each month for usage and services received from the 3rd of the previous month to the 4th of the current month. Bills are due on the 6th of month following billing. Shut-off is scheduled for unpaid bills on the 25th.

How it will be effective September 1st:

Beginning September 1st, 2010, you will be billed on the 1st of the month. This will cover usage and services received from the 24th of one month to the 23rd of the next month. Bills will be due on the 21st of the current month. Shut-off will occur on the 10th of the month for the previous month's billing.

How the transition will be made:

To make the transition to the new schedule, you will still receive your August 16th bill but it will cover a shortened usage/service period from July 3rd to July 23rd. The September billing on the 1st will then contain billing for usage/service from July 24th to August 25th, completing the transition.

Details on the transition are shown in the timeline below:

July 16 th billing period:	June 4 to July 3 (normal cycle)
Due:	August 6 th
Shut off:	August 25 th
August 16 th billing period:	July 4 to July 23 (merging)
Due:	September 6 th
Shut off:	September 10 th
September 1 st billing period:	July 24 to August 23 (fully merged)
Due:	September 21 st
Shut off:	October 10 th

If you have any questions please contact our billing office at 455-3000 ext. 1
We apologize if this may cause you any inconvenience.

Sincerely,

City of Caldwell Water Department