

Utility Billing Changes in September 2024

We're excited to share a pair of upcoming changes to utility billings that will take effect starting in September 2024.

1. **Change to Monthly Utility Billing:**

To better serve customers and provide a more consistent and manageable billing service, the Town of Irricana will be *transitioning from bi-monthly utility bills to monthly utility bills*. This change will allow customers to plan and budget more effectively with smaller, more regular payments.

Bi-monthly billing will continue for two more full billing cycles before transitioning to monthly:

- May-June 2024: *Bi-monthly* bill delivered at the end of June (Due in July 2024)
- July-August 2024: *Bi-monthly* bill delivered at the end of August (Due in September 2024)
- September 2024: *Monthly* bill delivered at the end of September (Due in October 2024)

2. **Change to Electronic Utility Billing:**

In our ongoing efforts to enhance convenience, reduce environmental impact, and manage the cost of delivering services, we will also be *transitioning from paper billing to electronic billing*.

Beginning in September 2024, utility bills will be delivered via email. This change will ensure more timely delivery of your bills and reduce paper waste. Paper copies can still be provided upon request, however a \$5.00 fee will apply.

For early-adopters who signed up for electronic billing before June 30, 2024, the existing \$5.00 incentive (account credit) will remain in place through December 31, 2024.

We Need Your Help to be Successful!

- *Ensure your contact information is up-to-date before August 16, 2024:* Please verify that we have your current email address on file. You can update your email address by contacting the Town Office (403-935-4672 or irricana@irricana.com) or visiting the Town Office during normal business hours. An online registration form will also be made available and is expected to launch July 15, 2024.
- *Watch for your first electronic bill in September 2024:* Your bill will be sent to the email address we have on record. If you do not receive your bill, please check your spam/junk folder or contact our customer service team.

We understand that these changes may require some adjustments, and we are here to assist during the transition. If you have any questions or need support, please do not hesitate to visit the Town Office or reach out at 403-935-4672 or irricana@irricana.com.

Thank you for your continued support and cooperation as we work to improve our services!

Questions & Answers

1. **Why Are These Changes Being Made?**

Cost Savings: By switching to monthly billing and electronic billing, we can reduce the cost of utility administration by approximately \$11,500 annually. These savings will help offset the cost of service and utility rates, ultimately benefiting all customers.

Improved Cashflows: Transitioning to monthly billing will improve municipal cashflows by approximately \$50,000. This allows us to better use existing funds to generate investment income, mitigate against the costs of short-term borrowing, and fund important community programming, without any impact to rates.

More information on why these changes are being pursued can be found in the May 6, 2024 report to Council (*Item 12*) available on the Town Website at:

<https://townofirricana.ca/wp-content/uploads/2024/05/TOI-Agenda-May-06-2024.pdf>

2. **Will the amount I pay for utilities change with the switch to monthly billing?**

The overall cost of your utilities will not change. However, you will receive bills more frequently with smaller amounts due each month.

- For customers who already have a radio-enabled water meter, bills will be based on actual consumption during the billing period.
- For customers who have yet to receive a radio-enabled water meter, bills will be based on actual consumption every two-months, with the interim bill being estimated at 50% of the previous consumption.

3. **How will I receive my electronic bill and what if I don't have an email address?**

Accounts without an email address registered by August 16, 2024 will continue to receive a paper copy by mail, however the \$5.00 paper bill fee will apply. Registering an email address by August 16, 2024 is a fast and convenient way to manage utility costs.

4. **How will these changes affect my current payment methods and due dates?**

The payment methods you currently use will remain available. However, with monthly billing, the due dates will be adjusted to a monthly schedule. This should help in managing smaller, more frequent payments.

Monthly utility bills will be issued on the last business day of the month and due on the last business day of the following month.

5. **What steps should I take if I do not receive my electronic bill?**

This is a big change, and minor issues are entirely foreseeable. If you do not receive your electronic bill, please check your spam/junk folder first. If it's not there, please contact the Town Office to ensure we have the correct email address on file or to resolve any other concerns promptly.