



WE'RE SWITCHING TO MONTHLY BILLING IN JANUARY 2019!

BACKGROUND

Pending Council approval, beginning in January 2019, the City of Golden will be transitioning customers who are currently billed on a quarterly basis, to monthly billing. Customers will receive 12 smaller bills instead of 4 larger bills. Monthly billing should make it easier for customers, especially those on fixed incomes, to include the cost of water service in their monthly household budgets.

BENEFITS OF MONTHLY BILLING INCLUDE:

- Consistency for planning monthly home budgets
- Less fluctuation in billing amounts, especially after heavy usage periods
- Monthly billing provides customers with more frequent and timely information about their water usage.
This benefits customers in two ways:
 - It allows customers to adjust their water usage habits if they feel they are using too much water.
 - It allows customers to detect any leaks in their household plumbing sooner.

HOW WILL THE TRANSITION TO MONTHLY BILLING HAPPEN?

All customers will receive a water bill in January. This bill will cover service fees and water usage from the last quarterly bill received until the billing date in January.

- **For customers last billed in October:** The January bill will cover service fees and water used from the end of the October bill through the January billing date. You will then be billed on a monthly basis thereafter.
- **For customers last billed in November:** The January bill will cover service fees and water used from the end of the November bill through the January billing date. You will then be billed on a monthly basis thereafter.
- **For customers billed in December:** The January bill will cover service fees and water used from the end of the December bill through the January billing date. You will continue to be billed on a monthly basis thereafter.

If you are enrolled in automatic payments, your account will be debited monthly instead of quarterly beginning in January 2019.

HOW DO I SIGN UP FOR THE AUTOMATIC PAYMENT PROGRAM?

Automatic payments are now available for both credit card and e-check. The service is free, and you can discontinue it at any time. Register online at www.municipalonlinepayments.com/goldenco/.

CAN I RECEIVE MY WATER BILL THROUGH EMAIL, INSTEAD OF THE REGULAR MAIL?

Yes, join our paperless billing program simply by emailing utilitybilling@cityofgolden.net, and tell us you would like to change to paperless billing. Alternatively, you can call us at 303-384-8026. It is free and easy to do. You will also be able to view your current and past bills online by setting up an account at www.municipalonlinepayments.com/goldenco.

WHERE CAN I GET MORE INFORMATION?

Our website will be updated as additional information is available. Check www.cityofgolden.net/monthlybilling for updates. If you have additional questions, contact our Utility Billing Department at utilitybilling@cityofgolden.net or 303-384-8026.