Communication Schedule pertaining to System Infrastructure Fee :

System Infrastructure Charge will be included on all billing statements mailed to and after September 29, 2023.

Notification plan:

After System Infrastructure Fee is established:

Facebook: We will immediately post notice to our Facebook page followed up by a post in mid-September, and early October before bills are sent. We will keep the same language throughout all platforms of notification so no confusion is created.

Website: We will immediately post notice to our website informing customers of the fee and keep up for any future inquiries.

Notify Me: We will send a notice of the fee before bills are sent to remind customers of the fee.

Email: We will be sending out an email to all customers in our database informing them of the fee.

Newsletter: We will include notification in the September, October, and November newsletters.

Bills: There will be notification included on any bills sent after council approval until November billing cycle has been complete.

Language:

All bills mailed on and after September 29, 2023 will include a “System Infrastructure Fee”. This fee starts at $15.00 for 5/8” and ¾” meters. Other meter sizes/fees can be found on our website. The structure of this fee remains as the same as it’s original creation in ordinance 1999-06 and 2006-02. This fee is in the City’s best interest to resume collecting for the repayment of bonds and loans directly related to the City’s capital improvement infrastructure projects and plays a vital role in ensuring that the City can continue providing customers with safe and reliable water and sewer services while maintaining the necessary infrastructure.