## STAFF REPORT

To: Coastside County Water District Board of Directors

From: Mary Rogren, Assistant General Manager

Agenda: February 12, 2019

Report

Date: February 9, 2019

Subject: Assistant General Manager's Report

**Recommendation:** none

## Background:

Monthly Billing - Coming in 2019!

Given updates to our utility billing system in recent years, we are now ready to launch monthly billing for our residential customers. (Note that most of our commercial customers are already on monthly billing.)

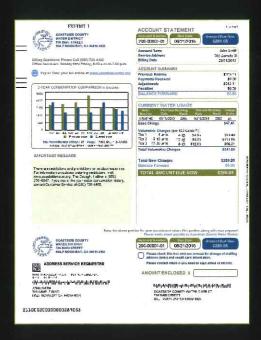
Initially, and as a pilot, we will launch monthly billing with our Ocean Colony customers. At the end of March, Ocean Colony customers will receive their first one-month bill. At the end of April, Clipper Ridge customers will receive their first one-month bill.

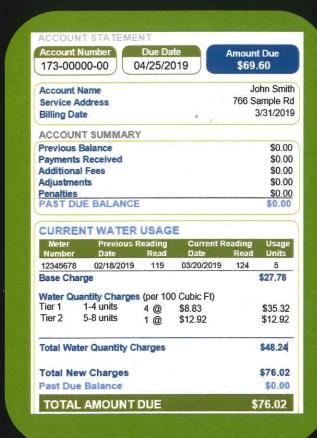
In the fall, 2019, all other customers will transition to monthly billing.

Cathleen Brennan is organizing an outreach campaign to notify our customers of the change to monthly billing. We are hopeful that the transition is wellreceived by our customers as many have voiced their preference for monthly bills over the years.

## Monthly Billing Statements Are Coming Soon!

## **Coastside County Water District**





Coastside County Water District is transitioning to monthly billing for all our customers in 2019.

Monthly billing statements will reflect approximately 30 days of usage instead of the current 60 days of usage. Some of our commercial customers already receive monthly statements.

The due date for monthly billing will be the 25<sup>th</sup> of each month. You should receive your mailed statement within the first week of each month.

If you haven't already, be sure to sign-up for paperless billing and consider one of our auto-pay options to assist with managing your payments.

Visit our website.

www.coastsidewater.org

Questions? Email customer service at customerservice@coastsidewater.org or call customer service at (650) 726-4405.



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