

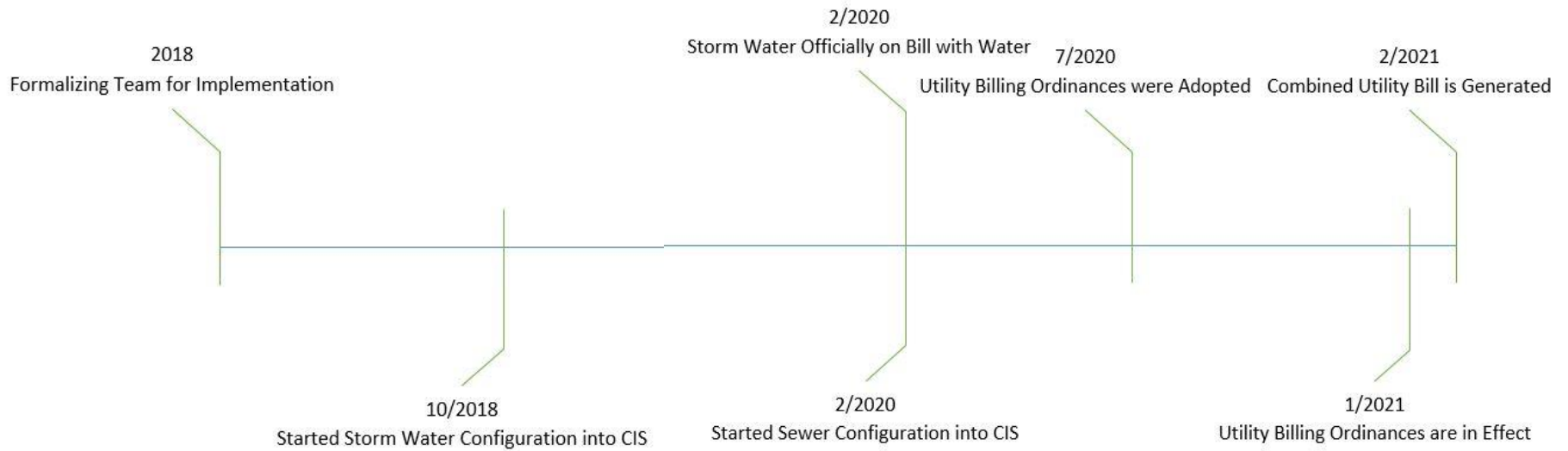
PUBLIC WORKS & MOBILITY

Combined Utility Billing Update

January 13, 2021



Timeline



Benefits

- Have one monthly utility bill
 - Only be charged for the service(s) you are provided
- Maintain one software system and one database
- Establish additional payment options for all utility customers
 - Online Payment Portal – Credit Card (\$2.95 charge)
 - Direct Debit – Checking or Savings Account
 - Bill Pay – Personal Bank
 - Phone – Credit Card (\$2.95 charge)
 - Mail – Check
 - Office – Drop Box for Check or Cash

Highlights

- Removed the late payment penalty fees
 - Previously only applied to sewer billing
- Property owner/tenant billing accounts
 - Owner is ultimately responsible for all charges
 - “Request Bill to Tenant” Form an option to allow tenants to sign up for services
- Application of payments
 - Storm Water, Sewer, Water
- Utility service appeals committee
 - Will address customer billing complaints
- Ability to lien properties due to non-payment
 - Previously only applied to sewer billing

Common Questions

- What if I have a credit sewer balance from 2020?
 - Balances will be applied as a credit to your sewer charges in the billing software
- What if I have an outstanding sewer balance from 2020?
 - Balances will stay in the Eden software and placed as a lien on tax bills in September
 - Customers can still pay bill by August 15, 2021 via website, phone, or mail
- How do I sign up for an account?
 - Call (406) 552-6700

Common Questions

- How do I pay my utility bill?
 - Online, Phone, Mail, Drop Box, Bill Pay, Direct Debit
- If I have account or service questions, who do I contact?
 - Call (406) 552-6700
- How will I receive my bill?
 - Either a paper copy in the mail or as an E-Bill in an email

Bill Redesign



CITY OF MISSOULA UTILITY BILL

1345 W Broadway
Hours: 7:30AM - 5:30PM Monday - Friday (Excluding Holidays)
Contact List:

-Water Customer Service: 406.552.6700
-Wastewater Customer Service: 406.552.0000
-Storm Water Customer Service: 406.552.6357

To pay by phone, call: 866.790.7218
To pay online, visit: <https://utilitybilling.ci.missoula.mt.us>
For after hours emergencies, call: 406.552.0000
Visit us at: <https://ci.missoula.mt.us>

JANE DOE
123 1ST ST
MISSOULA MT 59801-8856

SERVICE DETAILS		CHARGE DETAILS																																											
BILL DATE: 10/02/2020 BILL TYPE: REGULAR ACCOUNT NUMBER: 123456 CUSTOMER NUMBER: 123456 CUSTOMER NAME: JANE DOE SERVICE ADDRESS: 123 1ST ST WASTEWATER CLASSIFICATION: 101 UNITS: 1 STORM WATER CLASSIFICATION: 210 UNITS: 1 DU		<table border="1"> <thead> <tr> <th>SERVICE</th> <th>CHARGE</th> <th>TOTAL</th> </tr> </thead> <tbody> <tr> <td>Water</td> <td></td> <td></td> </tr> <tr> <td>Public Fire Protection Fee</td> <td>0.36</td> <td></td> </tr> <tr> <td>MWC Water Usage Charge</td> <td>9.58</td> <td></td> </tr> <tr> <td>MWC Service Charge (Basic Charge)</td> <td>4.28</td> <td></td> </tr> <tr> <td colspan="2"></td> <td>\$13.86</td> </tr> <tr> <td>Wastewater</td> <td></td> <td></td> </tr> <tr> <td>Wastewater Service Charge</td> <td>10.00</td> <td></td> </tr> <tr> <td>Wastewater Consumption Charge</td> <td>3.00</td> <td></td> </tr> <tr> <td colspan="2"></td> <td>\$13.00</td> </tr> <tr> <td>Storm Water</td> <td></td> <td></td> </tr> <tr> <td>Storm Water Charge</td> <td>4.21</td> <td></td> </tr> <tr> <td colspan="2"></td> <td>\$4.21</td> </tr> <tr> <td colspan="2">CURRENT CHARGES:</td> <td>\$31.07</td> </tr> </tbody> </table>		SERVICE	CHARGE	TOTAL	Water			Public Fire Protection Fee	0.36		MWC Water Usage Charge	9.58		MWC Service Charge (Basic Charge)	4.28				\$13.86	Wastewater			Wastewater Service Charge	10.00		Wastewater Consumption Charge	3.00				\$13.00	Storm Water			Storm Water Charge	4.21				\$4.21	CURRENT CHARGES:		\$31.07
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*1 unit = 100 Cubic Feet (CCF) 1 CCF = 748.019 Gallons																																													

Please return bottom portion along with your payment.



PO Box 5388 - 1345 W Broadway
Missoula, MT 59806-5388
Payments: 866-790-7218
Visit us <http://www.ci.missoula.mt.us/utilities>

Account Number: 123456
Customer Number: 123456
Customer Name: JANE DOE
Service Address: 123 1ST ST
Cycle: M01 Book:008

Due Date: 10/30/2020

Amount Due \$ 31.07

Amount Enclosed

City of Missoula
PO BOX 5388
MISSOULA, MT, 59806-5388



99999999999900000000

To enroll in automatic payments or for changes in mailing address, please check this box and complete the appropriate information on the back of this stub

MMT9999Z
9000000007 00.0000.0007 7/1



JANE DOE
123 1ST ST
MISSOULA, MT, 59801



Front Page

SERVICE DETAILS

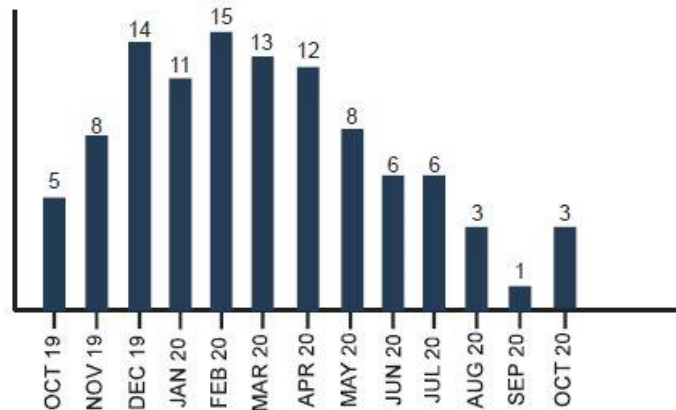
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WATER METER INFORMATION

METER #	METER SIZE	READ DATES	USAGE
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YOUR MONTHLY WATER USAGE



*1 unit = 100 Cubic Feet (CCF) 1 CCF = 748.019 Gallons

CHARGE DETAILS

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CURRENT CHARGES:		\$31.07

BILL SUMMARY

Previous Balance	35.00
Payment Recieved	-35.00
Past Due Amount	0.00
Current Charges	31.07

Total Amount Due \$31.07

DUE DATE: 10/30/2020

Back Page

Explanation of Charges

Water Charges

Metered Service Charge: A monthly charge, based on the size of your meter. Applicable to all metered service.

Metered Usage Charge: Based on the actual water used or an estimate.

Flat Rate Water: Charge based on on rooms, baths, and toilets.

Flat Rate Sprinkling: Charge based on net square footage of outside area.

Fire Protection Service: Based on size of the fire protection line.

Storm Water Charges

The Storm Water Utility is committed to protecting public health and safety, natural resources, waterways, and our aquifer, while meeting or exceeding state and federal environmental quality regulations. All property owners in the City of Missoula will receive a Storm Water invoice, regardless of whether or not they have a Water account. The rate is composed of an administration fee (\$27.97 annually), regulatory compliance fee (\$20.03 annually), and average daily trips (ADTs). The ADTs vary per land use.

Monthly Charge = [Administration Fee + Regulatory Compliance Fee + (ADTs * 0.27 per trip)] / 12 months

A comprehensive listing of ADT values can be found online: <https://ci.missoula.mt.us/2341/Utility-Rates>

Wastewater Charges

Wastewater charges are composed of both a base rate and consumption rate. For single family residences with a meter, the volume rate uses a winter average consumption value calculated for the months of March-October of the previous year.

Fee code: 101 Single Family Residence	Base Rate: \$14.00	Volume Rate: \$0.18 /ccf
Fee code: 102 Multi-Family Residence	Base Rate: \$11.00 /unit	Volume Rate: \$0.16 /ccf
Fee code: 200 General Commercial	Base Rate: \$5.00	Volume Rate: \$1.55 /ccf
Fee code: 300 Food Service	Base Rate: \$5.00	Volume Rate: \$3.36 /ccf
Fee code: 400 Hospitals	Base Rate: \$5.00	Volume Rate: \$1.62 /ccf
Fee code: 500 Schools	Base Rate: \$5.00	Volume Rate: \$1.41 /ccf
Fee code: 800 Mixed Use with Food Service	Base Rate: \$5.00	Volume Rate: \$2.45 /ccf

*Accounts without a meter will be charged a flat rate based on connection size and land use.

Flat rates can be found online at : <http://www.ci.missoula.mt.us/DocumentCenter/View/52758/Utility-Rate-Schedule---NEW-Proposed-Sewer>

Back Page

Past Due Accounts

If a past due balance remains unpaid or satisfactory arrangements are not made, your service may be discontinued. Discontinuation of service may be subject to a reconnection fee and a security deposit, plus the amount in arrears before service is reestablished. If disconnection is not possible, and balances remain unpaid, accounts may be turned over to collections, or a lien will be placed on the property pursuant to section 7-13-4309 M.C.A.

How to Pay

Payments can be made at our local office located at 1345 W. Broadway, by phone at (866) 790-7218, or by logging on to our website at:

<https://utilitybilling.ci.missoula.mt.us>

Bills are due upon receipt and become delinquent 19 days thereafter. Payments returned by the bank for any reason may be assessed a charge. All bills are the responsibility of the customer who signs up for the service and remains their responsibility until the City of Missoula is notified that the service is to be taken out of their name.

Free Direct Debit Enrollment

To enroll in direct debit service, sign below and return with a voided check in addition to your payment.

I hereby authorize the City of Missoula to initiate direct debits to my account. Such direct debits shall be equal to the outstanding balance on my my monthly bill and payable monthly on the due date. Adjusting entries to correct errors are also authorized. These debits and adjustments will be made electronically. This authorization will remain in effect until I notify the City of Missoula in writing to cancel or change account information. A thirty day notification will be necessary to initiate these changes. I understand the City of Missoula retains the right to cancel my enrollment for any reason.

Authorized Signature ****REQUIRED****

Date

Name or Address Changes

Name: _____

Address: _____

City: _____

State: _____

Zip Code: _____

Telephone: _____

Authorized Signature

Thank You

- Andrew Blyzka
- Dennis Bowman
- Kisha Geer
- Judee Enderson
- Sonja Morris
- Lori Hart
- Greg Gullickson
- Carla Krause
- Michelle Blackmon
- Marie Noland

Resources

- <https://www.ci.missoula.mt.us/2716/Utility-Billing>
- <https://utilitybilling.ci.missoula.mt.us>