

The City of Dixon will be changing to monthly utility bills beginning in April 2019. The bill that you are receiving today is for the period of February – March 2019. On May 15, 2019, we will mail a bill to you for April 2019 and you will receive a bill every month after for the preceding month.

## **Utilities Monthly Billing Frequently Asked Questions**

### **Will the monthly bills be due on the same day each month?**

Yes. The monthly bills will be mailed out by the 15<sup>th</sup> and are due by 12<sup>th</sup> of the following month. If the 12<sup>th</sup> falls on a Saturday, Sunday or holiday, the due date is the next business day.

### **Will I get a penalty if my bill is not paid by the 12<sup>th</sup> of each month?**

Yes. The penalty for late water and sewer charges is 1 ½% per month. You will receive a penalty if payment of your City Service bill is not received by the 12<sup>th</sup>. If the 12<sup>th</sup> falls on a Saturday, Sunday or holiday, the payment would be due the next business day.

### **Why do I see a previous balance on my account when I paid my bill on the 13<sup>th</sup>?**

Due to printing and mail time, the City has to process the bills on or after the 12<sup>th</sup> of the month; which is why payments made after the 12<sup>th</sup> of the month may not be reflected in the total due. If you are unsure of your balance, please call (707) 678-7005 to confirm.

### **Are payment agreements still an option if I cannot meet the payment due date?**

Yes. Payment agreements are still available to customers who require additional time to pay their bill.

### **Will my direct debit work for monthly billing and when will it be drafted?**

Yes. Your enrollment in the direct debit payment option will continue and will draft on or around 4 business days prior to the due date.

### **There are new water rates on my monthly bill. Why are the rates higher?**

The City Council approved the new water rates on November 13, 2018. The rate increase is effective for water used on or after April 1<sup>st</sup>, 2019.

### **In the past, the sewer rate was calculated using my water consumption between December and March of the previous year. Will that calculation change now that the billings are prepared monthly?**

No, the sewer rate will still be calculated annually using the winter average water consumption during December through March.

### **When the billing was bi-monthly, occasionally I would receive a late notice reminding me that I had not paid my bill. Now that the City is billing monthly, will I still receive a late notice?**

No, the City will no longer be mailing courtesy late notices. Any unpaid balance will appear as a balance forward on the next month's bill. However, if your account remains delinquent and enters the shut-off process, you will still receive a shut-off warning notice.