

WATER UTILITY BILLING CHANGES

The Cudahy Water Utility bills Cudahy residents in four separate districts, 1 through 4. The first digit of your water utility account number corresponds to the billing district. Water Utility bills are sent tri-annually based on your district and each bill covers four months of usage. The Utility is changing that billing calendar. We will change from billing every 4 months to billing every 2 months. There are a few reasons for this change:

1. The Water Utility bills include charges for water, sewer and storm water. Over time, those charges have added up and the bill for a single family can be significant since the bill is for 4 months. Changing the billing to every 2 months will lower the size of each bill.
2. It will make budgeting easier. Since the current bills are sent out every 4 months many people forget they may have a water bill due. By decreasing the size of the bill and increasing the frequency it should be easier for customers to plan their budgets.
3. Bankruptcy – with a shorter billing cycle customer bills and balances will be smaller so the utility will lose less revenue when a customer declares bankruptcy.
4. Most importantly, leaks will be caught sooner. By sending out a bill more often, customers can see changes in their use sooner and catch any issues in the home such as a leaking toilet.

Because the billing frequency is changing, the fixed charges for water, sewer and storm water will be changed. The fixed charges for 2 months will be 50% of the fixed charges for 4 months.

The changes in the billing schedule will go into effect **August 1, 2018**. Below is the current billing schedule and the new billing schedule.

If you have any questions **please** call the Utility billing office at 414-769-2237 or email millerf@ci.cudahy.wi.us to get accurate information and answers to your questions.

Current Schedule

District	Date Bill is mailed	Read Period Bill Covers
3	Jan 1	Aug 1 - Nov 30
4	Feb 1	Sept 1 - Dec 31
1	March 1	Oct 1 - Jan 31
2	April 1	Nov 1 - Feb 28
3	May 1	Dec 1 - March 31
4	June 1	Jan 1 - April 30
1	July 1	Feb 1 - May 31
2	August 1	March 1 - June 30
3	Sept 1	April 1 - July 31
4	Oct 1	May 1 - August 31
1	Nov 1	June 1 - Sept 30
2	Dec 1	July 1 - Oct 31

New Schedule

Districts	Date Bill is mailed	Read Period Bill Covers
3-1	Jan 1	Oct 1 - Nov 30
4-2	Feb 1	Nov 1 - Dec 31
3-1	Mar 1	Dec 1 - Jan 31
4-2	April 1	Jan 1 - Feb 28
3-1	May 1	Feb 1 - March 31
4-2	June 1	March 1 - April 30
3-1	July 1	April 1 - May 31
4-2	August 1	May 1 - June 30
3-1	Sept 1	June 1 - July 31
4-2	Oct 1	July 1 - August 31
3-1	Nov 1	August 1 - Sept 30
4-2	Dec 1	Sept 1 - Oct 31

Payments – The Utility now includes an envelope to mail your payment, the envelopes have a Chicago address because the payments are being sent directly to Chase Bank in Chicago for processing to increase efficiency. Customers can still pay their bills at City Hall or via the City website.