



UNION COUNTY PUBLIC WORKS

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NOTICE TO ALL WATER AND SEWER CUSTOMERS REGARDING CHANGES TO BILLING SCHEDULES

What are the changes and how will they affect you?

First, most utility customers will receive their March billing at a different time of the month than in the past.

Secondly, due dates will no longer vary from month to month. They will be the same day each month regardless of weekend or holiday. Due dates will be no less than 3 weeks from the mailing dates. Please review your bill due dates carefully to avoid any late payment penalties.

Lastly, the number of days between the current reading and the next reading will vary from UCPW's standard 28-33 days*. Our commitment to this reading schedule will resume after your next bill.

Why is UCPW making changes now?

For the last 20 months UCPW has been switching out conventional water meters with automated ones that send and receive information electronically. The completion of this project gives us an opportunity to read meters more efficiently.

Development patterns and growth throughout the County require us to change our meter reading sequence. These factors will likely require adjustments in the future.

We believe that the timing of this change will have less impact on our utility customers than during the peak of irrigation season.

As a reminder you have several payment options available to you. You may pay in person, by phone, or over the internet using our secure connection. Details for these options are listed on the back of your bill. *Please call 704-296-4220 to request bank draft information should you wish to simplify your payments further.*

* UCPW adheres to a strict schedule for reading water meters in order to produce no more and no less than twelve bills each year. Weekends, holidays, inclement weather, and irregular number of days in each month cause reading dates to vary from one month to the next.