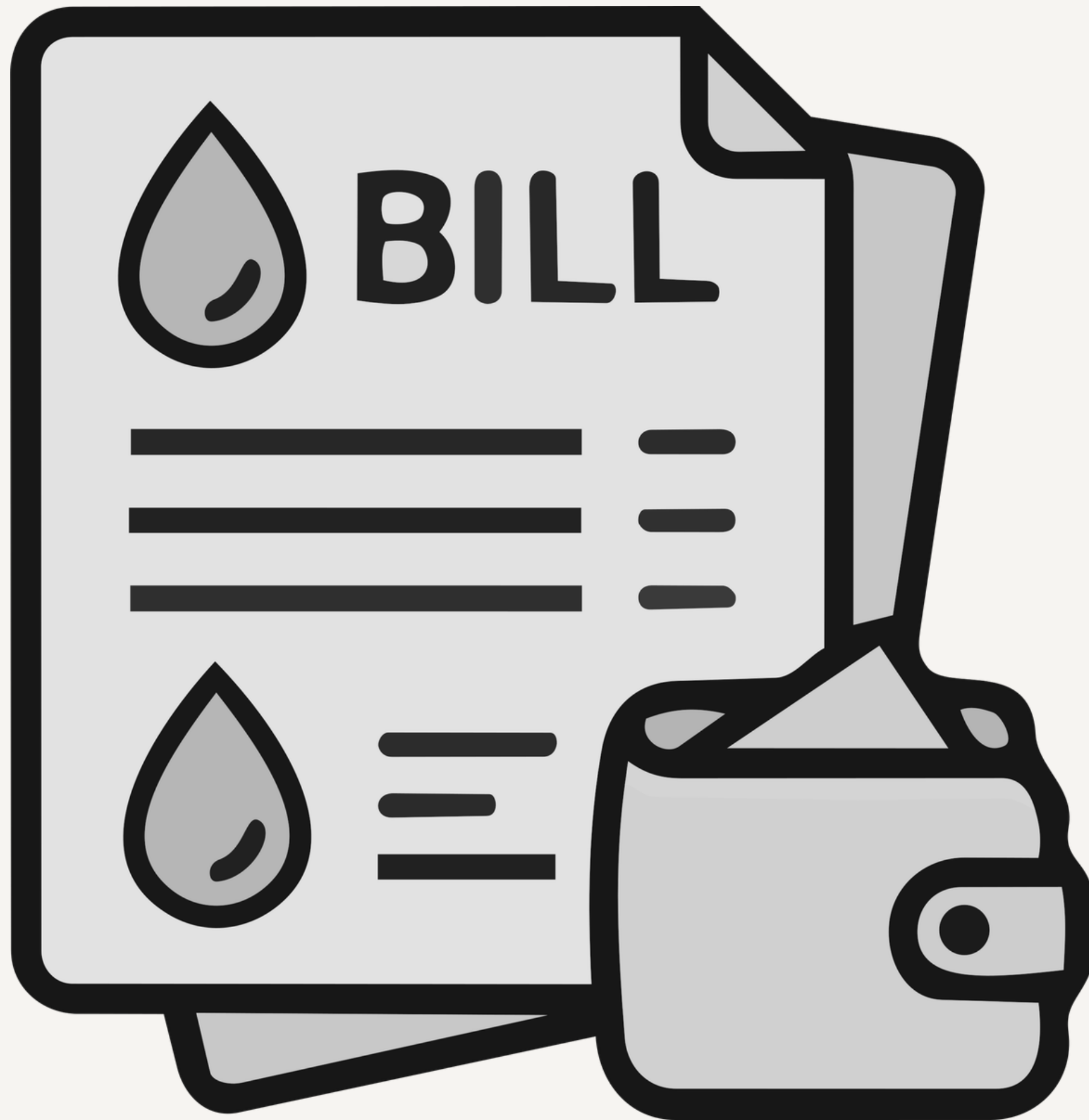


PRESENTED BY :

September 16, 2026

Kelly Zahniser
Monica Remus
Dylan Smith
Kelly Gerkenismeyer

M**MONTHLY BILLING
UPDATE**



PROBLEM STATEMENT

Customers currently receive water and sewer bills every two months, resulting in larger bill amounts.

OBJECTIVE

Transition CCWD customers from bi-monthly to monthly billing to improve customer awareness, budgeting, and service.

WHY

Monthly billing provides customers with smaller, more predictable bills.

RULES & REGULATIONS

Policies, Rules & Regulations Revisions **Needed**

To support the transition to monthly billing, the District will need to review and update a wide range of customer-facing documents, policies, procedures, forms, and website content. Areas requiring revision include:

- Rules & Regulations
- Customer Assistance Program Policy (Policy No. 21)
- Credit Adjustment Policy (Policy No. 17)
- Billing procedures and customer service processes
- Customer account and service request forms
- Rate schedules, billing webpages, FAQs, and online tools
- AutoPay, paperless billing, payment plan, and landlord agreement language
- Internal SOPs, customer communications, bill inserts, and scripts

Key Focus: Remove references to bi-monthly billing and ensure all policies, forms, customer communications, and operational procedures accurately reflect monthly billing practices.



RULES & REGULATIONS

Policies, Rules & Regulations Revisions **Needed**

Article III

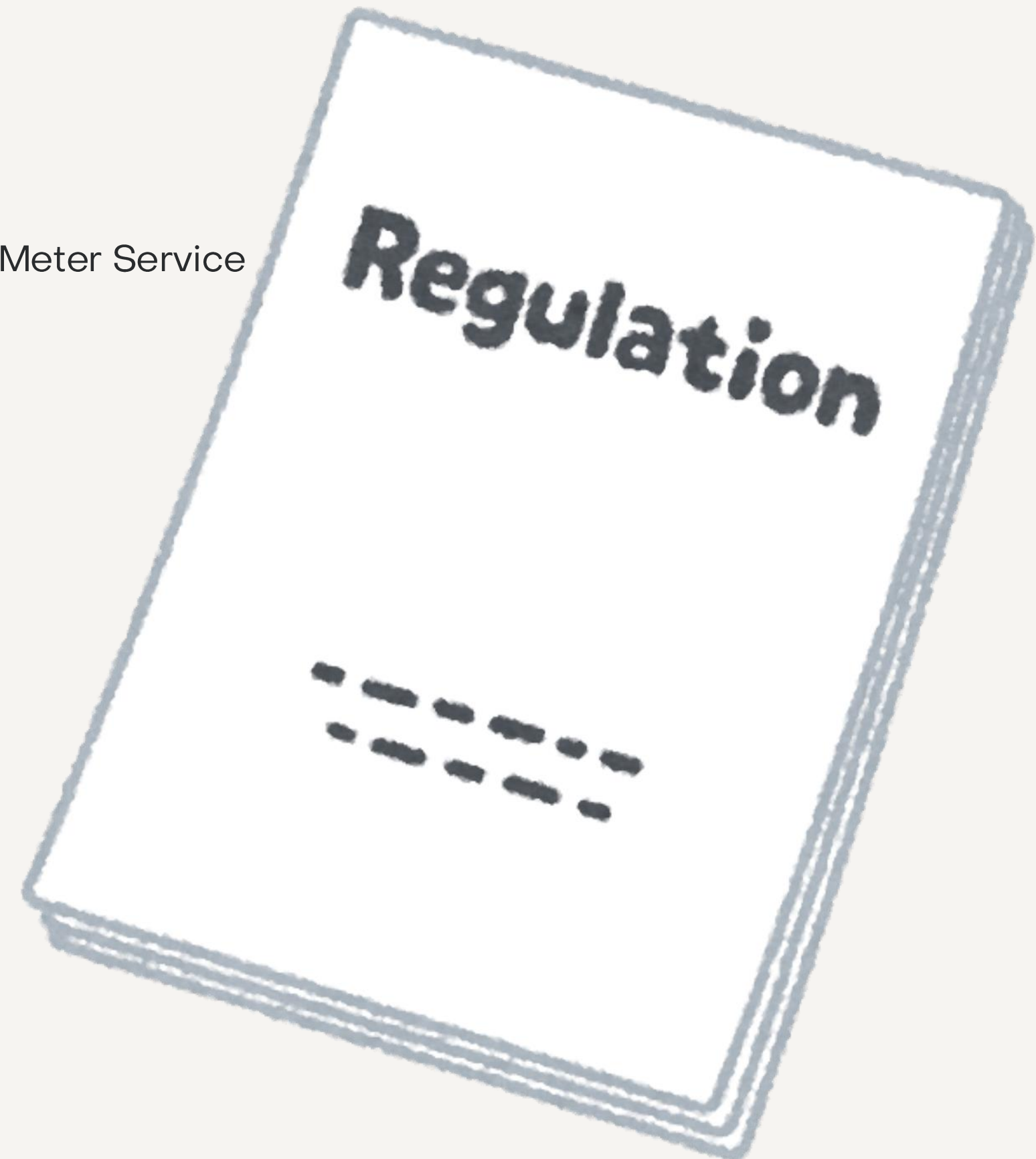
- o §21.B Deposits
- o §21 (A2) Temporary Water Service, Temporary Construction Meter, Hydrant Meter Service
- o §21 (B) Deposits
- o §21 (D) Suspension of Service
- o §21 (F) Foreclosure abatement
- o §22 Late Fees, Bill Disputes
- o §24 Service Billing Procedure
- o §25.B Meter Reading Procedures/Schedule
- o §26.A Special Billing Computation
- o §26.B Prorating for Special Billings
- o §29 Sewer Service Charge Rebate Policy

Article IV

- o§35 (A) Accessory Dwelling
- o§36 (A.1) Detector Check Meter Charge Policy

Article V

- §42 Landscape Irrigation Meters



Customer Bill

Paid with
Credit Card

\$525.11

(3.9%) + \$20.47

\$545.59

CCWD Cost

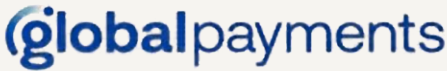
\$2.00


Transaction Fee

\$1.25


Transaction Fee

\$15.82


Average Interchange Fee

\$6.82


1.25%

\$25.89 (4.7%)

CCWD currently recovering **79.1%** of Convenience Fees

Customer Bill

Paid with
eCheck

\$525.11

(eCheck) + \$2.00

\$527.11

CCWD Cost

\$2.00

 tyler
technologies
Transaction Fee

\$1.00

 globalpayments
GP/Transaction

\$0.03

 globalpayments
GP Average Interchange Fee

\$3.03

CCWD currently recovering **66%** of eCheck/ACH Fees

BI-MONTHLY BILLING COSTS

- **Tyler:** \$80,400
- **Global Pay:** \$257,000
- **Lockbox CPI:** \$13,200
- **Matrix:** \$79,800

TOTAL: \$430,400

MONTHLY BILLING COSTS

- **Tyler:** \$160,800
- **Global Pay:** \$365,000
- **Lockbox CPI:** \$26,400
- **Matrix:** \$159,600

TOTAL: \$711,800

FISCAL YEAR NET DIFFERENCE: \$281,400



MONTHLY BILLING TRANSITION

① Payment Processing & Printing Costs

- These costs are directly associated with printing and mailing customer bills, as well as processing customer payments.

FY 26/27 BUDGET INCREASE:

\$140,700

IMPLEMENTATION & OUTREACH COST ESTIMATE

**FY 26/27 BUDGET
INCREASE:**

\$17,700

TYLER IMPLEMENTATION

- **Software Implementation Cost:**
\$3,700

PUBLIC OUTREACH

- **Bill Backer:** \$1,000
- **Bill Insert:** \$1,000
- **Direct Mailers (2):** \$12,000



MONTHLY BILLING TRANSITION

TOTAL

FY 26/27 BUDGET INCREASE:

\$158,400

BI-MONTHLY BILLING COSTS

- **Tyler:** \$80,400
- **Global Pay:** \$257,000
- **Lockbox CPI:** \$13,200
- **Matrix:** \$79,800

TOTAL: \$430,400

MONTHLY BILLING COSTS

- **Tyler:** \$160,800
- **Global Pay:** \$365,000
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TOTAL: \$711,800

FISCAL YEAR NET DIFFERENCE: \$281,400

2026

2027

2028

Year 4 Rate Schedule

Year 5 Rate Schedule

**Monthly
Billing
Outreach**

Implementation

**New Bill
Adjustment
Phase**

**2028 - 2032
Rate Study**

**Rate Study
Outreach**

**New Bill
Adjustment
Phase**

Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun July Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun July Aug Sep Oct Nov Dec

Customer Service

E n h a n c e m e n t s

- Develop educational materials to help customers with budgeting
- Voluntary auto payment option that allows customers to make monthly payments
- Improve online account and payment instructions
- Re-designed bill format
- Text-to-Pay Option
- Free ACH Draft Payment Option
- Payment reminders by email and text
- Increase participation in paperless billing

Recommendations

Option #1 – Postpone implementation of monthly billing until after next rate study due to unanticipated financial burden impacting our current budget.

Option #2 – Continue with implementation – Return to board with:

- Budget amendments
- Update rules, regulations and policies
- Update agreements with service providers
- Continue development of customer outreach and communication plan