

Utility Billing

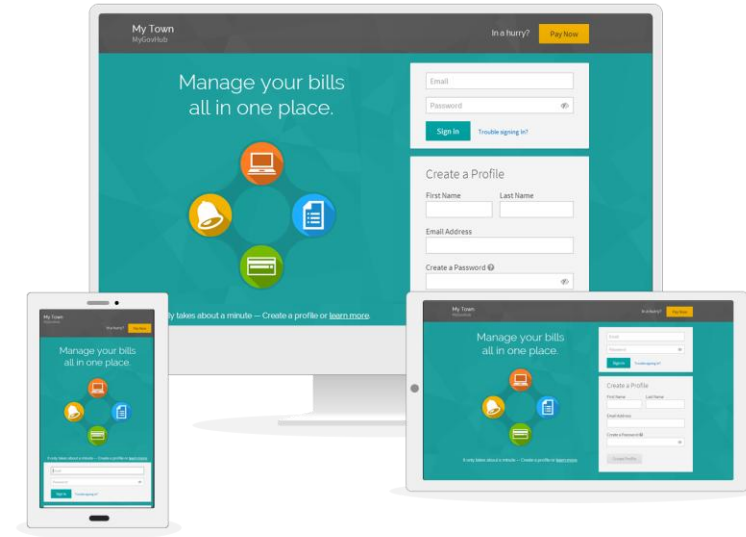
Jim Burnet & Donna Carey



Introduction

Exciting News with Utility Billing!

- ▶ 1. New, merged bill
- ▶ 2. Payment Platform (MyGov Hub)
- ▶ 3. Coming Soon



Merging Electric & Water Bills

Why?

- ▶ Improve Payments
- ▶ Save \$\$\$. Less paper. More environmentally friendly

When?

- ▶ 2nd Week of December

Next Steps

- ▶ Software provider to merge databases

Merging Electric & Water Bills

- ▶ Example (Paper) Bill
- ▶ Bar code on bill. Will allow for scanner which will make payment posting more efficient.

Borough of Madison
Utility Billing Department
50 KINGS ROAD
MADISON, NJ 07940
(973) 593-3045

Account # 41207
Pay Before: 11/5/2015
Period from 9/9/2015 - 9/25/2015 # of days 16.
Service Address: 15 CHATEAU THIERRY/APT 418

LORETTA CAREY
15 CHATEAU THIERRY AVENUE
APT 418
MADISON NJ 07940-1165



IMPORTANT INFORMATION ABOUT YOUR BILL
ESTIMATED BILL - When an actual meter reading is not obtained, the bill is estimated. The estimated bill is based on previous usage.

METER READINGS - The bill shows both the present and previous meter readings. The difference between the previous reading and present reading gives the usage used during the billing period

NEED ADDITIONAL INFORMATION?

Please telephone, write or visit our office if you have a request, inquiry or complaint. Billing inquiries should be brought to our attention before the DUE DATE of the bill. We welcome an opportunity to serve you.

Office Hours: 8:00 AM to 4:30 PM, Monday through Friday. For more info visit gov.rosenet.org

						Balance Forward	\$91.86
						Payment Made on 8/11/2015	\$57.10
		Read Date	Previous Read	Current Read	Consumption	Amount	
ELECTRIC	(ESTIMATED)	6/28/2013	3,088	3,430	164,160 kWh	\$18,533.66	
	Service Charge					\$29.21	
	Interest					\$1.61	
TOTAL ELECTRIC						\$24,263.30	
WATER	(ESTIMATED)	7/17/2013	247,240	248,970	1,730 Cu Ft	\$334.51	
	Interest					\$0.00	
TOTAL WATER						\$703.91	
						Total Current Charges	\$24,765.24
						Past Due Amount	\$38.98
						TOTAL AMOUNT DUE	\$24,803.22
						** PAST DUE **	

Detach here and return with Payment

Account # 41207
Name LORETTA CAREY
Service Address: 15 CHATEAU THIERRY/APT 418

Due Date: 11/05/15

Mail Payment To:
Borough of Madison
Utility Billing Dept.
50 KINGS ROAD
MADISON, NJ 07940

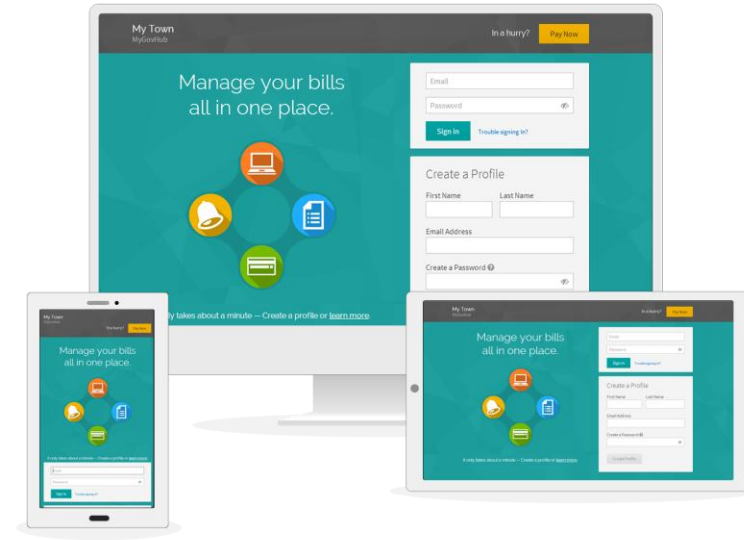
Balance Forward 991.86
Current Charges 546.72
Total Amount Due 1398.58
*** PAST DUE ****

Next topic....

My Gov Hub On-line Payments

Features & Benefits

- ▶ Manage your account **24/7**
- ▶ Make payments online payments fast & easy
- ▶ Access to bill, payment, and usage history
- ▶ Safe & Secure
- ▶ Mobile Compatibility
- ▶ Great for those who own multiple properties in town.



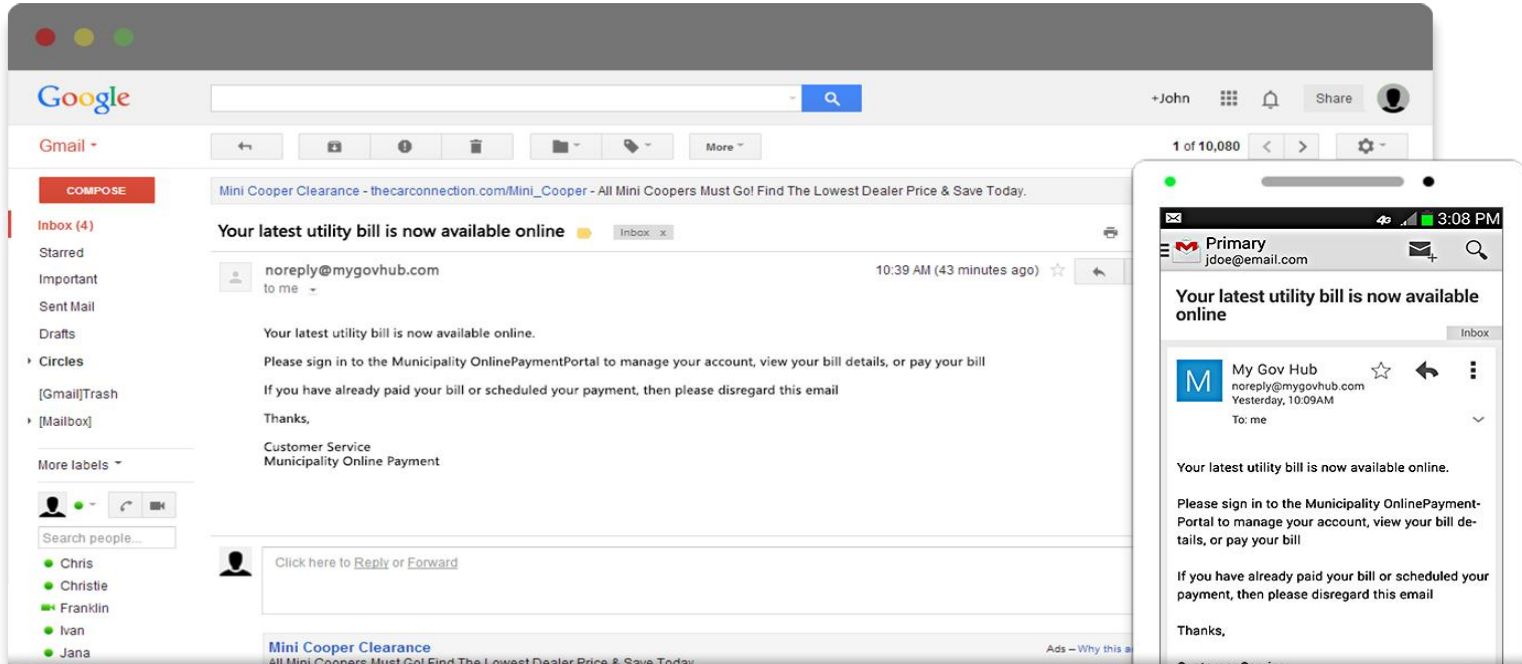
Next topic... **Coming Soon**

More exciting changes are coming to Utility Billing!

- ▶ Handheld device to replace route books
- ▶ Initial deployment of meters with AMR capability
- ▶ Email billing....



1. Email Notifications: “your latest utility bill is now available online”.
1. Automatic Payment: Ability for customer to have their payment automatically debited from their bank account



Thank you

Thank you for your patience during the conversation process!

Any questions?