

Billing and Meter Reading Program Changes

Year 2024/2025

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LVMWD BILLING

- Current Billing Structure
- Customer Feedback
- Proposed New Billing Structure
- Benefits and Takeaways
- Comments or Concerns



Current Billing Structure



- 4 billing cycles/1 per week
- No set due dates
- No set meter reading dates
- Meter reads are read close to 30 days as possible



Current Billing Structure

- Not Efficient
 - Multiple departments invest quite a bit of time each week on this current structure. Changes can allow more time for other important projects.
 - AMI (Advanced Metering Infrastructure) has not been used to its full potential.
- No Set Due Date or Meter Reading Date
 - Customers have been requesting set due dates for budgeting purposes.
 - With current reading/billing structure customers can receive two invoices in one month. (This has occurred twice this year already in Jan/April)
 - Customers on a fixed incomes such as Social Security, Disability and more, cannot predict their next invoice due date has it changes and struggle with their budgets when receiving two invoices in 1 month.



Customer Feedback

- As of this year in 2024 there have been many customer complaints about billing due dates and requests for change.
- Customers are unhappy that they cannot count on LVMWD to provide set invoice due dates. Especially our fixed income customers.
- Customers feel that being billed twice in a month is unfair, inconsiderate and that LVMWD is making it harder on the customer during times that are already hard.



New Billing Structure

- LVMWD will bill twice a month vs four times a month, creating 2 billing cycles. This will be more efficient for both Customer Service and Field Operations.
- This new structure would allow customers to have a set due date of either the 5th or 20th of every month for their invoice.
- The 5th and 20th would also be the day that the customer's meter is read. If one of those dates falls on a weekend or holiday, the meter will be read on Friday or Monday to keep the read as close to 30 days as possible.
- Customers will have set invoice due dates. They will know when their water meter is being read.
- Guarantees 1 invoice per month.



How and When to Transition

February 2025

- February of 2025 is when this transition would take place. It allows plenty of time to inform customers of this change.
- It gives LVMWD plenty of time to work out any issues that may occur when making the switch.
- It allows room to make this transition without affecting customer budgets/bills because of the 28 days in the month.
- Protecting customers from multiple or large bills.



Benefits and Takeaway

- Customers will have a set invoice and meter reading dates.
- Improves efficiency for office and field staff.
- Guarantees one invoice a month for customers going forward, helping those on fixed incomes.
- LVMWD would remain an industry leader by using our advanced meters to their fullest potential.
- No districts that were contacted have set due dates for their customers.



Comments or Concerns

Thank you,

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