



13069 Orono Parkway • P.O. Box 430
Elk River, MN 55330-0430

Phone: 763.441.2020
www.elkriverutilities.com

IMPORTANT BILLING CHANGE

Dear Customer,

In January, 2018, Elk River Municipal Utilities (ERMU) will transition to a new process for generating your monthly bill statement. Currently, all customers are billed at the same time and the bills are due at the same time. The new process will separate all customers into four different billing cycles. Please note; you will still only be billed **ONE** time per month.

What do I need to know?

The most important thing you need to know is that **your due date will be changing.** ERMU has geographically divided the service territory into four cycles to maximize efficiencies so you may also note that **you cannot choose your new due date.**

What do I need to do?

This is just an informational letter that requires no action. **However, you will receive an insert with your December bill that may require you to make changes depending on how you make your payments.**

Why is ERMU making this change?

Currently ERMU bills approximately three weeks after the meter readings occur due to the large quantity of customers being billed at one time. By switching over to four billing cycles per month, the gap between meter readings and billings will be shortened substantially allowing for greater ease for customers wanting to analyze their usage. The change will also bring workflow efficiencies for staff.

If you have any questions, please contact our office at 763-441-2020.

