



## **IMPORTANT UTILITY BILLING INFORMATION**

October 29, 2020

Attention Residents:

The City is transitioning to a new billing system. During this transition you will notice some changes. A new billing statement format that includes additional account information including historical account usage.

### **NEW ACCOUNT NUMBER**

All customers will have a new account number. The account number is located in the upper right hand corner of your statement.

### **SECOND METER / IRRIGATION METER**

If you have a second meter, you will be receiving two bills (one for each meter). We are working to change this. You can make one payment for both bills.

### **ONLINE PAYMENTS VIA THE CITY WEBSITE**

Online payments are still available at the City's website [www.belleplainemn.com](http://www.belleplainemn.com). At this time, your online payment will require your old account number until the transition is complete. The City will post on media outlets when the transition is complete and your new number will need to be used for online payments.

### **ACH (AUTOPAY) PAYMENTS**

Auto debit payments with the City will continue. If you have set this up with the City, we have updated your information. If you have two meters, you will see two transactions on your bank statement, one transaction for each of your meters.

### **BANK ONLINE PAYMENTS**

If you use your personal banks online banking system to pay your water bill you will need to update your account number before submitting this month's bill.

### **PHONE PAYMENTS**

Phone payments are still accepted by calling the City office at 952-873-5553. A phone payment convenience fee is applicable.

### **OTHER PAYMENT OPTIONS**

Payments can be mailed to City Hall or placed in the drop box located to the left of the City Hall doors.

We want to thank you for your patience during this transition. Once fully implemented the new software will allow you additional access to your account information.