

# PROPOSED SEWER BILLING CHANGE

Community Presentation & Feedback



**Monterey One Water**  
Providing Cooperative Water Solutions



# Proposed Change

New Vendor & Process

## Management of Billing Data

M1W Customer Service Team



### Current Billing Process

**Vendor: AFTS**  
(private, third-party company)



Direct mailing of bi-monthly  
customer bills for wastewater service

### Proposed Billing Process

**Vendor: Monterey County**  
(Tax-Treasurer Division)



Annual fee itemized on  
Property Tax Bill

# Why?

## Customer Experience

### Current Limitations:

- No paperless billing
- No online account access
- Vendor printing errors
- Product support ending

## Rate Structure

### Mandated Service:

- Service cannot be turned off
- Same fee every month—flat rate by type of use
- Common practice for required service

## Fiscal

### \$400,000 Annual Savings:

- Net savings from vendor change
- Expanded field survey program and billing accuracy

# Proposed Timeline

Effective July 1, 2024

**SPRING/SUMMER 2023**  
Community Feedback

**FALL 2023**  
Board Consideration

**WINTER/SPRING 2024**  
Customer Notification

**JULY 1, 2024**  
Bi-monthly Bills Stop

**OCTOBER 2024**  
Sewer Fee Appears on Tax Bill











# Program Changes

## Elimination of . . .

- Bi-monthly bills
- Monterey One Water Annual Lien Process
- Responsible Party Designation

## What's new . . .

- Annual billing to be paid over 1 or 2 payments  
*County is pursuing monthly payment option (Easy Smart Pay) to provide option to pay Tax Bill over 12 payments*

 <b>Monterey One Water</b> Providing Cooperative Water Solutions P.O. Box 2109 Monterey, California 93942-2109 (831) 372-2385 • 449-6366 • 722-9288		<b>Account Information</b>	
		ACCOUNT NUMBER: OWNER NAME: SERVICE ADDRESS: SERVICE PERIOD: BILL DATE: DUE DATE:	
<b>Payment Locations</b>		<b>Account Charges</b>	
 Now you can pay with a charge to your bank account with our new PhonePay and Webpay services. Credit cards still accepted, too.		BEGINNING BALANCE: PAYMENTS RECEIVED:	
  		<b>&lt; NEW CHARGES &gt;</b>	
CALL 1-866-514-6814 or Click: Pay Your Bill Online at <a href="http://www.montereyonewater.org">http://www.montereyonewater.org</a>		<b>Date</b>	<b>Description</b>
\$1.00 per transaction fee Plus 3% for credit cards only		02/01/2018	MRWPCA
<b>MONTEREY</b> Monterey One Water 5 Harris Court, Bldg. D (see map on reverse)		02/01/2018	City Sewer System Charges
<b>SEASIDE</b> Mal's Market 1264 Noche Buena Street		<b>TOTAL AMOUNT DUE:</b>	
<b>Special Messages</b>			
Retain this portion for your records • See reverse side for terms and conditions • Make checks payable to: MONTEREY ONE WATER			
 <b>Monterey One Water</b> Providing Cooperative Water Solutions P.O. Box 2109 Monterey, California 93942-2109		ACCOUNT NUMBER: SERVICE ADDRESS:	
<b>PAYMENT COUPON</b> <input type="checkbox"/> Check box for address updates. Write changes on back. Save time and postage with auto-payment service (see back)		<b>Amount Due</b>	
		TOTAL AMOUNT DUE: BY DUE DATE:	
		FOR PROPER CREDIT PLEASE RETURN THIS PORTION. THE RETURN MAILING ADDRESS IS ON THE REVERSE SIDE OF THE PAYMENT COUPON.	
		<b>Amount Enclosed</b> <div></div> 	

# Commitment to Transparency

## What won't change . . .

### Rate Setting Process

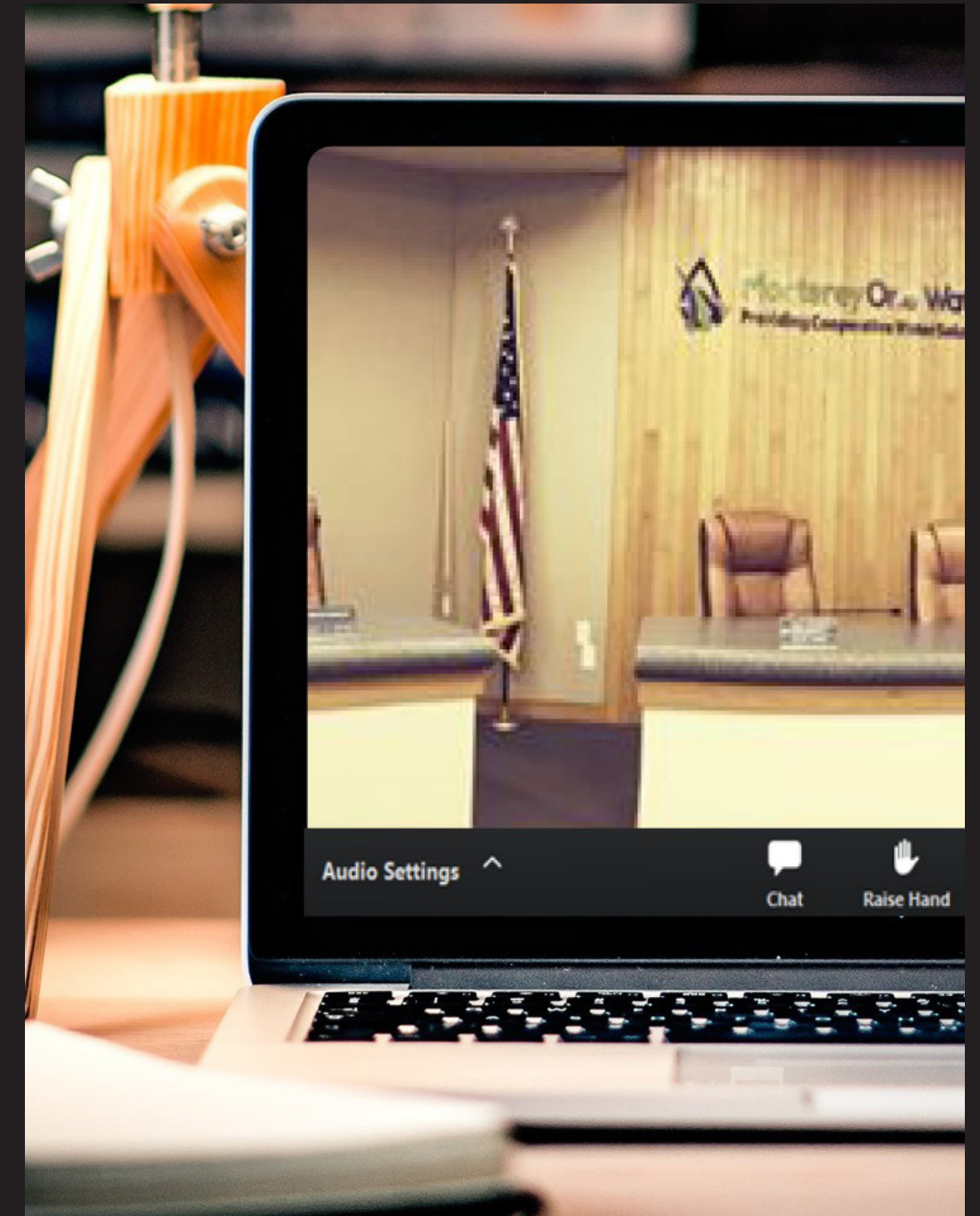
- Mailed notification + public hearing

### Budget Approval

- Annual process including public hearing

### Public Meetings

- Monthly Board of Directors Meetings are open to the public



# Residential Customer Assistance Program

Program evaluation underway . . .

## Considerations

- Available program funding
- Eligibility requirements
- Total credit per customer per year
- Opportunities to assist renters





# Future Outreach & Feedback

## COMMUNITY FORUMS

### Presentation and Discussion

- Virtually and in-person
- Details online and postcard to be sent to customers

## SUBMIT FEEDBACK

### Share input on the proposed billing change

- Use our Online Form to submit your input

[montereynewwater.org/billing-update](https://montereynewwater.org/billing-update)

**JULY**  
**18**

**Tuesday, July 18 at 6:00 pm (English Only)**

El Gabilan Library, Salinas

**JULY**  
**20**

**Thursday, July 20 at 6:00 pm (Spanish Only)**

El Gabilan Library, Salinas

**AUG**  
**1**

**Tuesday, August 1 at 6:00 pm (English Only)**

Marina Branch, Monterey County Free Libraries

**AUG**  
**2**

**Wednesday, August 2 at 6:00 pm (Spanish Only)**

Marina Branch, Monterey County Free Libraries

