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## COUNCIL ACTION SUMMARY SHEET

**MEETING DATE:** June 23, 2025

**TOPIC** Discussion on Monthly versus Quarterly Water and Sewer Utility Billing

### BACKGROUND BRIEF:

At the May 29, 2025 Village Council Special Meeting regarding Water and Sewer Rates for the 2025-2026 fiscal year, Council made a motion to include postage costs of switching from quarterly billing to monthly billing on the agenda for discussion. The purpose was to evaluate whether the Village should transition from quarterly to monthly water billing.

### SUMMARY OF PREVIOUS COUNCIL ACTION:

05/29/2025 – Council directed Administration to include the postage costs for monthly versus quarterly utility billing on the June 9, 2025 Village Council regular meeting agenda.

06/09/2025 – Council engaged in discussion about transitioning from quarterly to monthly billing. Topics included concerns about budgeting impacts for residents, the potential for hidden costs in monthly bills, the benefits of monthly billing, and the associated costs of shifting from quarterly to monthly billing. Council agreed to wait until after the Public Hearing on June 23, 2025, to gather public input on the matter. Residents were encouraged to contact Council members via email to share their feedback. No action was taken, but Council requested that the item be added to the June 23, 2025, meeting agenda.

### FINANCIAL IMPACT:

The Village currently bills for water service on a quarterly basis and previously utilized postcards for billing. However, due to numerous complaints from residents about not receiving the postcards, the Village transitioned to paper billing in the form of letters. The current postage cost for mailing letters is \$0.69 per piece, resulting in a quarterly expense of \$1,052.25 and an annual cost of \$4,209.00. If the Village were to switch to monthly billing, postage expenses would increase by approximately \$8,053 annually, assuming postage rates remain unchanged for the upcoming fiscal year.

### RECOMMENDED MOTION:

To authorize Administration to transition from quarterly to monthly water and sewer utility billings for customers commencing in November 2025 and to provide notice to customers on the July utility bills of the impending change in billing schedule.