



## *Press Release*

**FOR IMMEDIATE RELEASE**  
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**Contact: Utility Billing**  
**Phone: 951-765-2350**

### **City of Hemet Water & Sewer Departments Moving to Monthly Billing for Residential Customers**

The City of Hemet is excited to announce the upcoming transition from bi-monthly to monthly billing for City of Hemet Water and Sewer customers in 2016. Currently only commercial customers are billed on a monthly basis, while residential customers are billed every other month. This change will bring the billing process consistent with other water/sewer agencies as monthly billing is the industry standard.

Regarding the change, Jessica Hurst, Deputy City Manager stated, “We feel the transition to a monthly billing schedule is an important change for our customers as water rates have recently increased and shouldering a two month bill in single payment can be challenging.” She added that because the City utilities have multiple billing cycles, moving to a true monthly billing will require transition over the course of a few months. Transition is scheduled to begin in March and will be completed by May. Customers are encouraged to begin watching for information at the bottom of their water bills that will indicate when their new monthly billing cycle will begin.

According to Kris Jensen, Public Works Director, “For operations, monthly billing is a key piece in effectively monitoring water usage and determining accurate conservation numbers. It also provides a benefit to the customers as it provides a look at their water usage on a more frequent basis. Having the information sooner allows adjustments to be made to high or abnormal usage, minimizing excess consumption costs.” The City anticipates that the change will have a positive impact to current conservation efforts and continue to encourage customers to conserve water even as cooler weather arrives.

Customers with questions about the upcoming billing change may contact the Utility Billing Department at 951-765-2350. Residential customers may also request a free indoor conservation kit by contacting the Public Works Department at 951-765-3710.