



Automated Budget Payment of Utility Bills

The Village of Marathon City continues to evaluate service level improvements for utility billing and payment. The Village currently bills customers on a quarterly basis and will continue that practice for the foreseeable future. The increased internal costs that would be incurred by the utility by converting to monthly billing is the primary reason for continuing quarterly billing.

The Village recognizes that quarterly billing is not as convenient as monthly billing for family budgeting purposes. Customers can currently make pre-payments to the Village for utility bills via a number of payment options. First, many financial institutions offer electronic payments capability that can provide the ability for monthly pre-payment. Second, customers can send checks directly to the Village for pre-payment. Third customers can utilize the online bill payment capability offered via the Village website to pre-pay a utility account.

To provide an additional pre-payment option for utility customer, the Village has developed an automated monthly budget payment application. Customers enrolling in this option must have a valid checking or savings account as the funds will be withdrawn via ACH. Customers will select from payment day options of the 5th, 10th, 15th or 20th day of each month. The payment amount withdrawn will be established based on an average of the previous year's utility bills. The Village will annually review the payment amount and make adjustments as need to limit balance overages or shortages.

Customers will still receive quarterly bills reflecting the current account balance. The goal of the program is to have a zero balance or small credit balance on each quarter's billing. If the quarterly bills are consistently exceeding the monthly payments, an adjustment to the monthly payment will be made. Notification of a change in payment amount will be provided to the customer.

Enrollment in the ACH Monthly Budget Payment Program will start July 1, 2016. The first payment date will be July 10th, 2016.