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Evansville Water and Sewer Utility's new billing system brings changes

Larger bills provide additional details, option for electronic billing

EVANSVILLE, Ind. – The Evansville Water and Sewer Utility is partnering with a new, third-party billing and payment company to offer more enhancements and additional details on customers' monthly bills. The vendor, First Billing Services, uses an 8 ½ x 11-inch statement in place of the postcard, allowing both traditional and electronic billing options.

The larger format will provide customers with more information, including a 12-month usage chart, comprehensive billing summary and the latest news from the Utility. An insert explaining features of the new bill will be mailed with customers' first new statement in February.

"When we surveyed customers last year, nearly half said they preferred to hear news from the Utility on their monthly statements," said Allen Mounts, director of the Evansville Water and Sewer Utility. "The larger format gives us flexibility to tailor our message each month and has the potential to save us tens of thousands of dollars on printing and postage for special mailings."

First Billing Services will also allow customers to receive electronic statements instead of paper bills for the first time. Customers can receive their electronic bills via email, mobile device, text and an online portal.

"About one-third of customers said they'd prefer electronic bills," Mounts added. "We expect this billing option to gain popularity each year, reducing waste and expenses."

Customers can continue to pay online using a credit card, debit card or electronic check (e-Check). In addition to paying online, customers can now pay via text or mobile device, or by calling a First Billing agent during business hours (Monday through Friday from 8 a.m. to 4:30 p.m. CST). They can also pay 24 hours a day via an automated phone service by calling (855) 384-3889.

Starting Feb. 3, customers can set up an online account at www.ewsu.com/pay-bill with First Billing Services for automatic reoccurring bill pay. Those enrolled with the Utility's previous vendor will need to re-enroll to continue the auto-pay service. For residential customers, First Billing Services charges \$2.88 for credit/debit card or \$0.75 for e-Check per transaction.

All customers, regardless of how they pay, can access their recent account statements and water consumption history at www.ewsu.com/pay-bill. Anyone with questions about paying their water and sewer bill online or about any of the Utility's new website services may call (812) 436-7846 or email EWSUcustomerservice@ewsu.com.

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