



Nipomo Community Services District

Important Information from Nipomo Community Services District • Issue 22

Shifting to Monthly Billing

With the start of a new year just around the corner, the Nipomo Community Services District (“District”) will start to shift from a bi-monthly billing cycle to a monthly billing cycle. There are several advantages District customers can expect in this move to monthly billing.

For most people, bills arrive on a monthly schedule and paychecks are issued bi-weekly or monthly. Monthly billing periods are familiar, consistent, and limited to a single month’s worth of usage. Paying monthly bills is fairly predictable. The District’s bi-monthly billing cycle means customers receive a bill every other month for the accumulated 60 days of usage. That cycle of skipping a month is great for the month you don’t have to pay for District services, but it can be difficult to fit the cost of two months worth of services into the family budget on those months you do have to pay for District services. Monthly billing can smooth out the highs and lows of utility bills and that helps manage a budget.

Forget to pay the utility bill? Misplaced or lost utility bills that go unpaid incur late fees. It can be difficult to remember all the obligations one must manage in a hectic life. Missing a payment once and a while happens. Missing a bi-monthly bill versus a monthly bill seems to double the cost of missing a payment. Nobody wants a late fee, but when they do occur, everyone wants the lowest possible fee. Monthly billing lowers the cost our customers are exposed to when that rare occurrences of a late fee does occur.

Another customer advantage with monthly billing is the reduction in costs for undetected leaks. District water bills are generated after the meter readers visit and read the water meters. On a bi-monthly billing cycle, visits to the meter are limited to once every other month – approximately 60 days between visits. If a customer leak starts the day after the meter reader’s visit, there is the potential of 59 days’ worth of water leakage before it is detected. More water meter visits means more opportunity to catch leaks and reduce costs for customers.

The District’s meter readers will begin reading all water meters monthly at the end of December 2021 to gain the starting meter reading for the month of January 2022. The District’s billing software conversion is scheduled for March 2022. District staff is working diligently with the customer service software developer to get the conversion to monthly billing completed as soon as possible. Customers can expect to see a monthly bill this spring.

Searching for ways to provide improved customer service is one of the cultural norms being fostered within the District’s team. Suggestions and input from customers, critiquing the District services, is welcomed and encouraged. Please feel free to contact the District with your thoughts either by calling the District office or emailing info@ncsd.ca.gov. Let us know if you want a reply when sending an email. Thanks for the privilege of serving your utility needs.

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148 S. Wilson St, PO Box 326, Nipomo, CA 93444 | 805-929-1133 | info@ncsd.ca.gov | www.ncsd.ca.gov