



Department Of Water & Sewerage
 Shreveport, LA
 For Immediate Release: 6/26/19
 Contact: Krista Madjerick
 318-673-7660

City of Shreveport Water Billing System changeover to begin this weekend

The City of Shreveport Department of Water and Sewerage is implementing a new water billing system called Utility Management Billing System (UMBS). This change requires that the system be briefly unavailable to customers. Beginning today at 5:00 pm, the current system will be offline to transfer information over to UMBS. Customers will not be able to access accounts online or through Customer Service during this time; nor will customers be able to make payments. Payments received will be held until the new system is online. The new system is expected to be up and running July 1st.

To accommodate customers during this blackout period, the City will not charge late fees for July bills and will not disconnect services for non-payment in the month of July. Requests for new service or other service orders and emergencies will be handled manually, and then put in the new system the following week.

The new bill will have additional features, including a historical water usage graph and more detailed calculations related to water and sewer charges. These features make the bill easier for customers to understand.

A sample residential bill with notes in red is shown below:



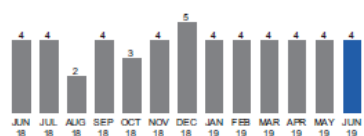
City of Shreveport
 Department of Water & Sewerage
 PO Box 30065
 Shreveport, LA 71153-0065
 Billing Inquiries: 673-5510
 Mon - Fri 7:30 AM - 5:30 PM
 www.shreveportla.gov

24-Hour Emergency Service: 673-7600
 Solid Waste & Recycling Questions: 673-7600

Account Information

Account Number: 55-123456789-0
 Customer Name: SAMPLE A SAMPLE
 Service Address: 1234 MAIN ST, SHREVEPORT, LA 71109-0000

Usage History



Message Center

Historical water usage is now provided in a graphical format

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Total Amount Due \$59.18 by 07/11/19

Account Summary as of 06/20/19

Previous Balance:	\$66.34
Payments:	-\$66.34
Current Charges:	\$59.18
Account Balance:	\$59.18

Additional charges if not paid by 07/11/19

Details as of 06/20/19

Meter No.	Meter Size	Prior Read	Current Read	1000 Gallons
B87654321	5/8 INCH	84	88	4

Reading Period Covers: May 3, 2019 - June 7, 2019

Water quantity charges by tier are now provided for residential customers

Current Charges

Meter: B48371298

Monthly customer charge: Water (\$7.540 x 1)	\$7.54
Quantity charge: Water (\$1.320 x 3)	\$3.96
Quantity charge: Water (\$2.630 x 1)	\$2.63
Monthly customer charge: Sewer (\$9.010 x 1)	\$9.01
Quantity charge: Sewer (\$9.010 x 4)	\$36.04
Total Current Charges	\$59.18

Total Amount Due \$59.18

Total Due After 07/11/19 \$62.14

If payment is not received by the due date, a 5% late fee will be added

SAMPLE RESIDENTIAL BILL

Some changes to processes and procedures include:

- Customers can still request payment extensions on their disconnect notices. This extension will set up a new disconnect date of one day prior to when their current bill is due.

- Payment arrangements have been adjusted to reduce the payment amount required up front from 50 percent to 25 percent and have extended the payment period from three to four months. Payment arrangement information will also be printed on the bill.
- If a customer is required to provide a deposit on the account (most customers are not), the deposit must be paid prior to water service being connected. The amount of the deposit required has been reduced from \$150 to \$75.

Specific FAQs concerning online account set up and payments in the new system are available on the City's website at www.shreveportla.gov

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