



March 25, 2011

Dear Utilities Customer:

The purpose of this letter is to inform you of important changes regarding your monthly utility billing. These changes are being implemented to streamline the billing process by having the City of Cocoa bill and collect for all utility services on one convenient monthly bill beginning July 2011.

As you know, presently the City of Cocoa bills/collects for water service and the City of Cocoa Beach bills/collects for sewer, garbage, stormwater and reuse service as applicable. The bill that you receive from the City of Cocoa Beach lags a month behind the bill you receive from the City of Cocoa.

For example:

- On March 4 you receive your water bill from the City of Cocoa for the meter reading taken on March 1 (February water consumption).
- On March 4 you also receive your sewer, garbage, stormwater and reuse bill from the City of Cocoa Beach for the meter reading taken on February 1 (January consumption).

This lag in billing between the two bills is confusing to customers and creates challenges that need to be addressed in order for all services to be placed on one bill. We've developed a billing schedule that will allow for synchronization with the City of Cocoa's billing schedule and make it possible for all services (water, sewer, garbage, stormwater and reuse as applicable) to be billed on one bill by the City of Cocoa.

So what does this mean for you?

New Billing Schedule April – June 2011		
Service Period	Bill Date	Due Date
Feb 2011	4/1/11	4/20/11
March 2011	4/22/11	5/11/11
April 2011	5/13/11	6/3/11
May 2011	6/8/11	6/28/11

- Late fees are suspended from April through June 2011 to assist customers during the conversion.
- You will begin receiving one utility bill from the City of Cocoa for **all** utility services (water, sewer, garbage, stormwater, and reuse as applicable) in July 2011.
- Bank Draft Customers - If you are currently enrolled in our Automatic Debit (ACH Debit/Bank Draft) program and wish to terminate participation, please contact our office at 321-868-3253 or email us at finance@cityofcocoabeach.com. If we do not hear from you, your account will continue to be paid as usual, approximately seven (7) days from the bill date. Beginning July 1, all Bank Drafting will be done by the City of Cocoa. Please call City of Cocoa Customer Service at 321-433-8400 or visit www.cocoaf.org for more information on Bank Drafting.
- Effective July 2011, you will have the option to pay by credit card online, over the phone or in person at Cocoa City Hall with no convenience fees. You also can access account balance information by telephone 24 hours per day.

Should you have any questions or need additional information please contact our Finance Department at 321-868-3253 or email us at finance@cityofcocoabeach.com.

Sincerely,

Finance Staff