

IMPORTANT CHANGES TO YOUR UTILITY INVOICE

CITY OF LLOYDMINSTER



LLOYDMINSTER

The City of Lloydminster will be changing utility invoices to reflect monthly billing. Utility bills with a read date of February 28, 2019 will be the last bi-monthly bill issued by the City. The next read date will be March 31, 2019, with all fixed charges (meter fee, storm water and garbage) prorated for a one-and-a-half-month period.

The April 30, 2019 utility invoice will be the first one-month billing period and all future read dates will occur on the last business day of each month from April 30, 2019 forward.

What does this mean for your rates?

Starting April 30, 2019, all fixed rates will be changed to reflect single-month billing. Please refer to our website lloydminster.ca/rates for a current listing of rates in a monthly format. *Example: a standard garbage fee at \$40 bi-monthly will now be \$20 monthly.*

When will the due date be?

Payments are due upon receipt of your utility invoice.

Are there penalties for late payments?

Per Bylaw 26-2016, the Utility Bylaw, the City may impose late penalty fees on overdue accounts if payment is not made by the 25th of each month.

When can we expect our bills?

Home and business meters will be read on the last business day of the month. Customers who receive e-bills will be emailed a utility bill within three business days of the meter-read date. Paper bill customers will receive bills in 7-10 days after the meter-read date.

How to sign up for e-billing

Please consider paperless e-billing to ensure timely delivery of your utility invoice. Sign up and review step-by-step instructions at lloydminster.ca/payments.