



City of Ketchum

News Release
September 16, 2016

City to Move to Monthly Utility Billing *To Help Customers Manage Water Usage Better*

KETCHUM, Idaho — Starting in October, the city will mail utility bills monthly instead of quarterly. The change is to help customers better understand their monthly water usage, particularly during the irrigation season.

“With quarterly billing, water customers are too often surprised by water usage in the third quarter; June, July and August,” said Robyn Mattison, public works director/city engineer. “With the change to monthly billing, water customers will be able to see how much water they are using earlier in the irrigation season and be able to make changes.”

The city bills in advance for base charges and flat rates and at the end of the month for water usage. The utility bill mailed to water/sewer customers in October will contain one month of flat rates and base charges, and water usage charges from July, August and September. Starting in November, utility bills will contain charges for one month only. Late charges are added if payments are not made by the 20th of the month that bills are mailed.

The city has partnered with Xpress Bill Pay to make it easier for customers to pay their utility bills. Using Xpress Bill Pay, customers can make one-time or automatic payments using credit cards, debit cards or electronic fund transfers. To create an Xpress Bill Pay account, go to xpressbillpay.com.

The city also has partnered with WaterSmart, an on-line platform that allows customers access to a detailed analysis of their water use and money-saving recommendations. WaterSmart now allows users to add secondary users to their account, such as property managers and landscape contractors, so they can view water usage data. To register with WaterSmart, go to ketchumidaho.org/watersmart.

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About the City of Ketchum

The city of Ketchum is located in the Wood River Valley in south central Idaho. Founded in 1880 during the mining boom, Ketchum is now regarded as one of the most popular destinations for winter and summer visitors due to its world-class skiing, mountain biking, fishing, hiking, restaurants, art galleries and shopping. The city of Ketchum hosts the famous annual Wagon Days Parade, held on Labor Day weekend, and numerous other year-round attractions. Ketchum is home to more than 10,000 full- and part-time residents. For more information about the city of Ketchum, visit ketchumidaho.org.

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