

## DeWitt Utility Billing Change

The City is now offering customers still billed under the “old” system to voluntarily choose to change to the updated system. Customers requesting to be changed would receive a one-time utility bill for two months of service in order to catch up. Future bills would then be for the month prior to the billing date. If your utility account number starts with 20, it is already in the updated system. All other account numbers are in the “old” system. If you are interested in having your utility account changed to the updated system please contact City Hall at 563-659-3811 or email [billing@cityofdewittiowa.org](mailto:billing@cityofdewittiowa.org) with your name and address.

The City of DeWitt has billed utility usage two months behind for many years, meaning that utility bills sent out at the beginning of July are for May usage. This results in final bills being two to sometimes three months of service and higher usage months are billed two months after actual usage.

Due to system updates, the City is able to bill only one month behind, meaning that utility bills sent out at the beginning of July are for June usage. As of January 2021, all new accounts have been set up under the updated system of paying for just the month previous. It was decided that not all accounts would be required to transition at the same time as not to burden customers with paying two months of usage.