

e-Billing

Electronic Billing Program

Florence Utilities is happy to announce that as of January 1, 2013, our customers will be able to choose to receive their utility bills electronically. Once this feature becomes available, a customer may edit their online profile, supply their email address in the space provided and then simply click to choose an e-bill.

When billing is performed for a customer's account, the method that has been chosen by the customer (either e-bill or if not then a paper bill mailing is the default) is used for that account. If e-bill is the choice then the utility bill for that account will be emailed as a .pdf attachment to the email address provided in the online profile and no paper bill will be mailed. The e-bill will only be sent to one email address per billing and each account marked for e-bill will receive a separate email. E-bill is available to both residential and commercial customers. The option is, of course, available to choose to stop receiving bills electronically and then the account would revert back to receiving a mailed paper bill.

Florence Utilities is glad to provide this capability to our customers. This convenient feature brings with it a number of benefits for those who choose it:

- No more searching for lost paper bills
- Easy electronic archiving of utility bills without the necessity of scanning a paper document
- Less environmental impact generated by those customers who choose an electronic payment method thereby making the customer billing process more green-friendly
- Speedier delivery of utility bills to the customer
- No need to check the mail receptacle for a utility bill
- Customers may print their own bill for payment purposes or for filing.

Florence Utilities, as always, is working to provide our customers with quality service and we are excited to include this option to the package of services available to help our customers.

If you should have questions please call **256-740-6018**.