



NEW Utility Billing Software & Billing Format DELAYED DUE TO COVID-19

The City of Rolling Meadows' new UTILITY BILL CONVERSION PROCESS is on hold until further notice, due to the COVID-19 issue. Stay tuned for updates on the improvements via a special mailing, the City's newsletter, the City webpage (www.cityrm.org) or Facebook page (www.facebook.com/cityofrollingmeadows/).

CURRENT UTILITY BILLING REMINDERS



- The May 1st conversion date has been postponed. A new date will be forthcoming via mail, the City newsletter and social media.
- Please refrain from making any account changes until AFTER the conversion and you receive your first bill in the new format.



- Until further notice, your current paper bill format will continue to be mailed to you each month.
- **LIKE YOUR PAPER BILL?** You will have the option to keep the paper bill format, once the new conversion has taken place.

WHAT WILL THE NEW UTILITY BILLING SERVICE ENHANCEMENTS BE?

- The introduction of the new **Citizen Self-Service Portal** on the City's website.
- Sign-up for e-Billing to receive an electronic bill (or keep your paper one).
- Water usage history will be printed on the City's paper bill and e-Bill.
- Payments will be made in "real-time" online and in-person.
- 24/7 Customer Access to view past bills, payment history and water usage.
- Secure customer access for Auto Pay and to make one-time payments.
- Actual water meter reading dates printed on the City's paper bill and e-Bill.

Check the City's Newsletter & Website for Updates and More Information!

Visit www.cityrm.org / Email us at ub@cityrm.org / Call us at (847) 394-8500.