



**VILLAGE OF JOHNSON**  
Water & Light Department

August 2018

**Utility E-Billing**

***Now Available!***

The Village is pleased to announce a new voluntary program that will allow our utility customers to elect to receive their electric and/or water/sewer bills via email each month rather than receiving paper bills in the mail.

How Does It Work?

The e-billing option will send a PDF version of the standard Village utility bill to you using an email address you provide, with the PDF available for download for 30 days from the date it was sent. All of the information now included in the traditional paper bills will be available on the PDF version. If you wish to retain a copy of the bill longer than 30 days, you will need to save the PDF or print a copy. From time to time, the Village includes informational inserts in utility bills. Those who have signed up for e-billing will be able to access the inserts online using a link provided in the notes section of the PDF bill. To pay your bill, your options remain the same:

- 1) By Mail – Because you will no longer receive the return envelope for your payment and remittance stub that accompanies a paper bill, you can send us a check using your own envelope or customers can come and pick-up three return envelopes at a time at the Municipal Building. Please remember to write your account number on your check and if you are paying for multiple accounts with one check, you must include a note that explains how the payment is to be applied to the various accounts.
- 2) Drop-Off – You can always drop your payment off at the Municipal Building, either at the front desk from 7:30 AM – 4:00 PM Monday-Friday or using the drop-box after hours. Cash, checks, and money orders are accepted. Please remember to include your name and account number with any payment you leave in the drop-box.
- 3) Online – The Village accepts online credit card payments for utility bills, but please be advised that there is a 3% surcharge plus \$0.50 (or \$2.00 minimum fee) for each credit card transaction. The online payment option is available at <http://townofjohnson.com/documents/make-payment/>

Note: Please be aware that disconnect notices will still be sent as paper documents via the mail.

Enrollment

In order to sign up for e-billing, please fill out and sign the enrollment form at the bottom of this sheet, which indicates your willingness to cease receiving paper utility bills, and return it to us with your next payment. Only those customers who fill out the form completely and return it to us will be enrolled in e-billing. Before enrolling for e-billing, please confirm that you are able to open PDF documents on your computer or device.

Cancellation

If you decide you no longer wish to participate in e-billing and would like to resume receiving paper utility bills, you may cancel your e-billing enrollment by calling the Village at 635-2611.

----- **Detach Here & Send Back with Payment Remittance** -----  
E-Billing Enrollment Form

I \_\_\_\_\_ elect to begin receiving my  electric bill and/or  water/sewer bill via email  
(print your name) (please check boxes that apply)  
and agree to no longer receive paper utility bills from the Village of Johnson. I understand that to cancel e-billing, I must call the Village at 635-2611 to request to receive paper bills again.

Please send my e-bill to me at the following email address \_\_\_\_\_  
(Enter your email address here – please print clearly)

\_\_\_\_\_  
Signature of Account Holder/Agent                      Date                      Phone # (required)

If there is a second person on your account, he/she must also sign and date the Enrollment Form

\_\_\_\_\_  
Signature of Account Holder/Agent                      Date                      Phone # (required)