



129 West Emerson Street • Ithaca, Michigan 48847 • [www.ithacami.com](http://www.ithacami.com)

Phone (989) 875-3200 • Fax (989) 875-4064

Dear Ithaca residents,

Over recent years, city council and staff have been working hard on a long-term funding plan for the city's water & sewer department. The city is facing the challenges of an aging infrastructure, state unfunded mandates, including LCR (Lead and Copper Replacement), PFAS clean up at the old West Washington Road landfill, and substantial equipment, utility, material and maintenance cost increases since the covid-19 pandemic. We have been fortunate to experience some of the lowest water/sewer rates in the state over the years, but it is, now, necessary to implement increases.

Since 2021 the city has utilized the assistance of Municipal Analytics and Waterworth utility software to conduct a water and sewer rate analysis in order to evaluate and develop rates and charges that best meet the city's goals and objectives and are fair and equitable to users of the systems. The results show it is necessary to adjust the rates, accordingly, to sustain the systems on a long-term basis, provide financial stability, regulate water quality, and continue to meet State of Michigan water and sewer regulations, all while charging the fairest rates for all users.

At a public meeting on May 16<sup>th</sup>, the city council passed resolution 2023-07 to amend the new water rates for the 2023-24 fiscal year at an increase of twenty five percent. In an effort to help alleviate the burden of larger quarterly bills for residents, the city council asked staff to figure out a way to implement a monthly utility billing process. This should also help any residents who incur a leak or water issue to catch it sooner and keep any overage costs to a minimum. *Please note, the new monthly billing will pertain to residential accounts only, all other users will continue with the quarterly billing schedule.*

The transition will occur as follows:

**October 25<sup>th</sup> bill: (first bill at the 25% increase and last quarterly bill for residents) Due by November 25<sup>th</sup>.**

**November 1<sup>st</sup> bill: (begins monthly billing. This first one will only be a three-week bill from Oct. 1 - Oct. 22) this bill will also be due on November 25<sup>th</sup>, instead of the new normal 15<sup>th</sup> of the month.**

Going forward the monthly bills will be due on the 15<sup>th</sup> of the month, but we felt it important for a smooth transition to give residents additional time, so the last quarterly bill and first monthly bill did not have crossover due dates. After this transition period and beginning with your December 1<sup>st</sup> bill the dates will be as follows:

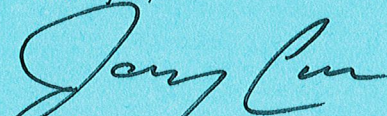
Monthly bills – sent on the 1<sup>st</sup> of the month.

Due date- 15<sup>th</sup> of the month

Service discontinuance (if not paid) - 10<sup>th</sup> of the following month.

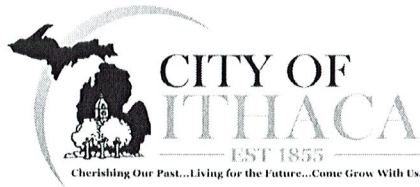
We offer and encourage everyone to sign up for ACH and/or paperless billing. Both of these forms are included in this mailing. Any questions can be addressed to the utility billing department or city manager at city hall.

Thank you,



Gary Curran  
City Manager





## **AGREEMENT FOR PREAUTHORIZED PAYMENTS (ACH DEBITS)**

I hereby authorize The City of Ithaca to initiate debit entries to my (select only one) \_\_\_\_\_ **Checking** \_\_\_\_\_ **Savings** account indicated below and the depository names below, hereinafter called DEPOSITORY, to debit same to such account. I understand that the ACH debit will be initiated from the City of Ithaca on the 5<sup>th</sup> (fifth) day of the billing month, or prior business day if on a non-business day.

**Please attach a voided check in the space below.**

**Place voided check here.**

This authority is to remain in full force and effect until The City of Ithaca and DEPOSITORY have received written notification from me of its termination in such time and in such manner as to afford the City of Ithaca and DEPOSITORY a reasonable opportunity to act on it.

**Date** \_\_\_\_\_

**Authorized Signer Printed Name** \_\_\_\_\_

**Signature** \_\_\_\_\_

**Service Address** \_\_\_\_\_ **Account Number** \_\_\_\_\_

**Phone Number** \_\_\_\_\_

**Business Name (if applicable)** \_\_\_\_\_

**Mailing address** \_\_\_\_\_



I would like to sign up for e-mail (paperless) billing.

Name: \_\_\_\_\_

Property Address: \_\_\_\_\_

Contact Phone #: \_\_\_\_\_

Email Address: \_\_\_\_\_

*(Please write clearly)*

I understand it is my responsibility to:

- Notify the billing office of any changes to my email address.  
\_\_\_\_\_ (please initial)
- Notify the billing office if I am NOT receiving my monthly statements or quarterly utility bill to avoid any late fees that may be charged to my account for non-payment.  
\_\_\_\_\_ (please initial)

ACH payments may be set up for your quarterly utility bill by contacting City Hall.  
This enrollment is for paperless billing only. Thank you.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Please return form to: 129 W. Emerson St., Ithaca MI 48847 or by email to  
[clerk@ithacami.com](mailto:clerk@ithacami.com).