



21410 N. 19th Avenue
Phoenix, AZ 85027

First Name Last Name
Address Line 1
Address Line 2
Melissa, TX ZIP

Your Utility Bill

Beginning on October 2, 2015 the City of Melissa will begin partnering with FATHOM to provide water, wastewater, and trash utility customer service and billing. This change is part of the City's ongoing effort to provide premier utility billing services to you, our customer. ***Please note that payment for the bill you receive in October will still follow our current procedures and should be made directly to the City.***

It is our goal to minimize any inconvenience during the transition and, as such, we would like to make you aware of a few important items during the billing transition:

- ❖ **Changes to Your Bill** – You will continue to receive your City of Melissa utility bill at approximately the same time you receive it now. The ***most important*** change you will notice regarding your new bill will be the **new customer and account numbers** (example: 0000123456-001234567). You will receive this new account number in the bill you receive in November. You may also contact the City to request this number after October 5th.
- ❖ **Changes to Online Bill Pay Through Your Bank** – You can continue to pay your City of Melissa bill as you have previously, except for Online Bill Pay through your bank, which will require you to set up a new payee in your bank's bill pay option. When you set up the City of Melissa as a new payee you ***must reference*** your **new customer number and new account number**.
- ❖ **Credit Card Convenience Fee** – Beginning with your bill received in November, you will be assessed a convenience fee of 2.8% or \$1 (whichever is higher) by the credit card processor should you continue to pay your bill by credit/debit card.
- ❖ **Changes to your Recurring Credit Card** – Due to PCI Security Standards compliance, we are unable to transfer your current recurring credit card payment to FATHOM. **You will need to call the new Customer Service center and re-establish your recurring credit card payment set up.** The phone number and hours of operation will be displayed on your new bill or on the City's website.
- ❖ **ACH Customers** – **If you are currently enrolled in ACH, you will not need to re-enroll as we will be transferring your account information over to our new system. PLEASE NOTE: The bill descriptor will change to read: GMWLLC UTILITYPMT.** We encourage anyone who is interested in this automatic payment option to visit www.cityofmelissa.com for a copy of the ACH signup form. After October 2nd and once you have your new customer and account number you can sign up directly with FATHOM.
- ❖ **Changes to Your Mail-in Bill Payment Address** – If you mail in your payment, there will be a new address preprinted on the remittance coupon included in your bill. Simply complete the coupon and mail it back in the return envelope provided with your payment. This new address is a secure bank location and will expedite your bill payment process.
- ❖ **Online Account Management** – You can manage your account online via the City of Melissa's U2You customer portal at <https://melissa.gwfathom.com>, available on October 2nd, where you can access usage history, payment history, account information, bill reprints and online bill payments.

We are excited about the partnership and appreciate your understanding as we make this transition to help better manage our collective water resources. On the back of this letter are responses to some frequently asked questions which are also available along with additional information at our website www.cityofmelissa.com.

The City of Melissa

Frequently Asked Questions

The City of Melissa has approved the selection of FATHOM™ to provide utility billing and customer care services. This partnership will provide you increased online functionality, and more information about your water usage to help you make better water management decisions.

WILL I HAVE A NEW BILLING ACCOUNT NUMBER? YES, YOUR NEWLY DESIGNED CITY OF MELISSA UTILITY BILL WILL INCLUDE **NEW CUSTOMER AND ACCOUNT NUMBERS** THAT WILL BE DISPLAYED IN THE TOP RIGHT CORNER OF YOUR NEW BILL. YOU WILL NEED TO USE THESE NUMBERS TO PROCESS A BILL PAYMENT ON-LINE OR BY PHONE. **YOU MAY CONTACT THE CITY AS OF OCTOBER 5 FOR THIS NEW CUSTOMER AND ACCOUNT NUMBER OR IT WILL BE INCLUDED IN YOUR BILL RECEIVED IN NOVEMBER.**

WILL MY BILL LOOK DIFFERENT? YES, THE NEW BILL WILL BE PRINTED IN BLUE INK AND WILL INCLUDE YOUR WATER USAGE GRAPH, A DETAILED LIST OF CHARGES, AND VARIOUS WATER ACCOUNT AND CONSERVATION MESSAGES. INCLUDED WITH YOUR FIRST BILL WILL BE AN INSERT DETAILING THE NEW BILL PRINT FORMAT.

WILL I BE ABLE TO MAKE AUTOMATIC OR ONLINE PAYMENTS? YES. HOWEVER, YOU MUST USE YOUR **NEW CUSTOMER AND ACCOUNT NUMBERS**. MORE DETAILED INFORMATION ON ENHANCED PAYMENT OPTIONS WILL BE INCLUDED ON THE BACK OF YOUR NEW BILL.

CAN I STILL PAY MY BILL IN PERSON? YES, THE CITY WILL CONTINUE TO ACCEPT PAYMENTS AT THEIR OFFICE LOCATED AT MELISSA CITY HALL, 3411 BARKER AVENUE, DURING NORMAL BUSINESS HOURS OF 8AM TO 12PM. AND 1:30 TO 5PM M-F.

IS THERE A NEW MAILING ADDRESS THAT WILL COME WITH THE NEW BILL? YES, THERE WILL BE A NEW ADDRESS WHERE YOU MAIL IN YOUR PAYMENT, WHICH WILL BE PREPRINTED ON THE REMITTANCE COUPON INCLUDED ON YOUR BILL. SIMPLY COMPLETE THE COUPON AND MAIL IT BACK IN THE RETURN ENVELOPE PROVIDED WITH YOUR PAYMENT.

DO I NEED TO MAKE ANY CHANGES TO MY EXISTING AUTO PAYMENT OPTIONS?

ACH: If you are currently signed up for ACH (Automatic Clearing House), then you **do not** need to make any updates.

RECURRING CREDIT CARD: Due to PCI compliance rules, if you are currently on recurring credit card payments, you will need to re-enroll with FATHOM.

BILL PAY: If you are currently signed up with your bank for electronic bill payments, it is very important that you select the **new billing address in your bank's online bill pay**. If you do not select the new address, your payment will be delayed in being received. You will also need to update the payments with your **new customer and account numbers** that will be displayed in the top right corner of your new bill.

PAPERLESS BILLING: Your current set up will not carry over to FATHOM. To sign up, visit <https://melissa.gwfathom.com>, available on October 2nd, and click on the "Go Green" tab.

IS THERE A NEW PHONE NUMBER TO REACH CUSTOMER SERVICE? YES. CUSTOMER CARE REPRESENTATIVES WILL BE AVAILABLE TO ANSWER CALLS BETWEEN 8AM TO 5PM M-F; AT 855.266.4941.