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News Release

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Utility Billing online portal reveals consumption levels *Free, online portal can help manage home budgets*

MELISSA (June 3, 2021) Melissa residents now have the capability to sign up for a free, easy-to-use online portal, allowing them to monitor the exact amount of water being used in their homes and get an estimate of the costs associated with that use.

"The portal is a great way for residents to keep tabs on their water use on a daily basis," says Chris Thatcher, Melissa's Customer Relations Director. "When residents begin to realize exactly when, how, and where their water is being used, they can make better decisions on their water use habits. Making even small changes in how they use water can have an impact on their water bill."

The portal is available by visiting <https://www.municipalonlinepayments.com/melissatx> and establishing an account on the site. Residents who already have an account established need do nothing more than log in to their account and follow the prompts.

In addition to the ability to view their consumption on an hour-by-hour basis, the portal gives users the ability to view a projected bill based on that consumption level. This provides customers a window into their use patterns, as well as a view of how much their monthly bill may be.

"That kind of information can be critically important for several reasons," says Thatcher. "Customers can look into that window and become more aware of their consumption habits and make the appropriate changes to these behaviors. That leads to a greater level of control over their overall utility costs. Household budgets can then be more predictable. Using the information provided by the portal can help residents plan better and likely save some money."

To assist customers keep tabs on their use, the portal also has the ability to send message alerts on consumption targets set by the homeowner. A text or email message alerts customers when their water use reaches a certain level, giving them the option of making changes to their use patterns.

After developing a history of use, customers can view their individual archives to compare use and costs from month to month or the same month year to year.

"There is not a good reason not to use this handy portal. Knowing how much water is flowing through the meter can make it easier to make adjustments, change water habits, and predict water costs. The added bonus of having the system alert customers at specific use thresholds makes the portal a must-have," said Thatcher.

The portal is now available for customer sign-ups.

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ABOUT THE CITY OF MELISSA – The City of Melissa is a fast-growing progressive suburb with a small-town feel, located 35 miles north of downtown Dallas in the dynamic growth area of northeast Collin County. Melissa sits on 21 square miles, is home to over 16,000 people, and is easily accessible by way of three intersecting highways. Melissa has ample inventory of the highly-sought-after undeveloped frontage available on US 75 and SH 121, primed to serve the commercial needs of a booming Collin County. Melissa is a home-rule municipality, governed by a council-manager form of government.