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For Immediate Release

Update on Water/Wastewater Billing For Cambridge Residents Canada Post To Deliver Bills

Cambridge, Ontario. May 10, 2011... Beginning next Monday, the City of Cambridge will use Canada Post for the delivery of water and wastewater information. The City is tweaking the new billing process as a response to concerns expressed by some members of the public.

"We've overcome a number of challenges during the transition from the utility company," says Steven Fairweather, Commissioner of Corporate Services. "The system is new and we are modifying it as we go to make improvements."

On May 16th, the City will change the delivery method to Canada Post rather than the current hand delivery method. Since taking over the billing from Cambridge and North Dumfries Hydro in October of last year, the City has issued 150,000 bills, but there have been complaints that citizens are not accustomed to the hand delivered practise.

"Hand delivery was an option that was originally put in place to save approximately \$120,000 per annum in postage fees," notes Fairweather. While it is expected that there will be a modest impact on water costs as a result of this change, staff is looking at the possibility of creating electronic billing to help off-set these in the future.

Another problem brought forward by citizens was the delay in providing billing statements. There has been a backlog in the water/wastewater bills as a result of the transition and other unforeseen complications. The backlog has been addressed and all customers should now have received their bill and be on the regular billing cycle. However, it's important to note that during this transitional time the City did not charge interest on overdue balances.

"The City will now be sending out reminder notices for overdue accounts with a view to encouraging citizens to connect with the staff if they have not received a bill or need to make arrangements to settle the payment. This will avoid the City taking the next steps in the collection process," says Jonathan Lautenbach, Director of Financial Services. On June 1st, the practice to charge interest will go into effect.

When calling in, citizens are encouraged to leave a message rather than wait on hold. This allows staff to track down the information and reply as promptly

as possible. Alternatively, the City has set up water@cambridge.ca for people who prefer to connect electronically.

These are the first round of changes designed to improve the experience for patrons. By year end, the City is also looking to move some of the water/wastewater activities online to streamline things and offer a method to report or communicate on a 24-7 basis. This will offer citizens another option outside business hours to follow up with the City on these matters.

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Water/Wastewater Contact information

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The City of Cambridge is one of the fastest growing areas in the country. It is strategically located astride highway 401 in Southwestern Ontario, part of Canada's Technology Triangle. In 2010, the population was over 130,000 people with a multicultural mix and a strong foundation of support services. Cambridge has a diverse economic base with leading industries in manufacturing, automotive, high technology, pharmaceutical, business and financial services and hospitality/retail. It's about choice, options and value when you become part of the community.

You meet the nicest people in Cambridge. It's a place that understands all about coming together. There is so much more to Cambridge than the beautiful lands created at the convergence of two rivers or its logistically perfect location in the heart of Ontario's economic corridor. Cambridge is the coming together of people from diverse, close-knit and proud communities. The people of Cambridge 'do the right thing' by respecting history, family values, a sound work ethic, the arts, environment and advancement. A young city, Cambridge is a master of balancing the excitement and promise of the new with the historical significance and stability of the old. A place where coming together is just the start. Uniting together is what sets Cambridge apart. Undiscovered-Cambridge families and entrepreneurs get more for less, and sacrifice nothing.

The Corporation of the City of Cambridge is an employer with a work environment that offers the opportunity to provide service to the community through creativity and innovation, and with potential for career growth and advancement. For more information on the area or the corporation visit www.cambridge.ca. The City of Cambridge press room is located at <http://www.cambridge.ca/pressroom>. To opt out of the news release distribution, please send an email to Linda Fegan feganl@cambridge.ca.