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For Immediate Release

## **We've Come a Long Way in Solidifying the new Billing Process We Appreciate Citizens' Patience & Questions**

Cambridge, Ontario. November 29, 2011... Last night, Cambridge City Council received an update from staff on the water/wastewater billing system that is now fully in place at the City.

The City of Cambridge has approximately 40,000 water customers and has issued over 270,000 bills since taking over the billing function from Cambridge and North Dumfries Hydro in October of 2010.

"There were some initial challenges that we faced as part of the transition that can be expected with any large implementation. The major transitional issues have been resolved and the billing process seems to be working well," says Jonathan Lautenbach, Director of Financial Services.

He notes that the number of calls that the City is receiving has decreased significantly from one year ago and is an indication that the process has stabilized. At the height of the transition, the City was receiving approximately 250 calls per day concerning a number of issues.

"We heard from a number of customers early on in the transition and have made improvements to the process in order to address their concerns. We would like to thank customers for their patience over the past year as we worked through some of the transitional issues," says Steven Fairweather, Commissioner of Corporate Services.

The City is now averaging 100 calls per day and the nature of the calls are mostly questions about water consumption, charges on billings, or other water related matters as opposed to complaints

The average wait time for customers calling during business hours has been significantly reduced to two minutes, however, emailing [water@cambridge.ca](mailto:water@cambridge.ca) is another option that customers may prefer to utilize in order to contact the City if they have questions regarding their water account.

In 2012, the City will be focusing on providing additional education to customers on water consumption related issues by providing additional information on the web and through inserts with bills. "I think education related to high water consumption is a key component that will reduce the

number of calls that we receive on a regular basis even further," says Lautenbach.

In addition to providing additional information on the City's website, there are a number of initiatives currently underway that will enhance customer service. In January 2012, the City will be launching a new web application that will streamline the final read request and new water application process. Shortly after, the City is also planning to introduce an electronic billing option that will allow for emailing of water bills.

More information is online including frequently asked questions at:  
[http://www.cambridge.ca/corporate\\_services/water\\_wastewater\\_info](http://www.cambridge.ca/corporate_services/water_wastewater_info)

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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 reached 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 advanced manufacturing, automotive, high technology, pharmaceutical, business and financial services and hospitality/retail. The Corporation of the City of Cambridge is an employer with a progressive work environment that offers the opportunity to provide service to the community through creativity and innovation, and with opportunities for career growth and advancement.

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](http://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](mailto:feganl@cambridge.ca).