



TOWN OF CONCORD MUNICIPAL UTILITIES

ELECTRIC | WATER | SEWER | TELECOMMUNICATIONS

December 2019

As announced last spring, Concord Municipal Utilities launched a new billing system in May 2019. Now that our customers have had several months to become accustomed to the new system, we want to make you aware of the following features that you may want to utilize:

- **Invoice Grouping:** With this option, customers will receive one invoice for all of their Town utilities (electric, water, sewer and/or broadband). Each utility will be broken out separately as an account on the invoice and will show usage and charges for that billing period. Customers will only have to write one check for payment of their multiple utility accounts with Invoice Grouping, and the system will distribute the funds among the accounts.

NOTE: As our billing and account receivable processes are automated now, we can no longer accept multiple payment stubs with one check. The payment will be applied to the first account stub received. If this is not how you would like to pay, Invoice Grouping is not a good option for you, and you will need to **send in a separate check with each payment stub** in order for the payment to be credited to the correct account.

- **Envelope Grouping:** Another option you can request is for your account bills to be mailed in an Envelope Group. With Envelope Grouping, you will receive your bills together in one envelope instead of a separate envelope for each account, and you will need to send a separate check payment per stub with this option.
- **Hold A/R:** The new system looks across each utility account balance you have. If one account has a credit balance and another account has an outstanding balance, the system will automatically distribute the credit balance to the account(s) with a balance prior to the monthly billing. If you do not want this account balance transfer to occur, simply call or email Customer Service and ask us to set your account to **Hold A/R**.

If you would like to take advantage of any of these options, please call Customer Service at 978-318-3101, or email concordutilities@concordma.gov.

Thank you for being a Concord Municipal Utility customer!