



September 4, 2019

104 West Call Street
 P.O. Box 10
 Algona, Iowa 50511
 Phone: (515) 295-3584
 Fax: (515) 295-3364
 Web: www.netamu.com

Dear Valued AMU Customer:

Beginning in October 2019, Algona Municipal Utilities will take the first step in transitioning to a new billing system by moving customer utility bills (electric, water, sanitary sewer, storm sewer) to one due date for all customers. Today, customers pay their bills on three different dates depending on where they live and the type of account. During this transition, customers with a due date on the 10th and 20th of the month will have an additional 10 to 12 days of usage on their bill. These additional days for usage will only be during the months of October and November 2019.

What does that mean to you?

During the month of October If your bill date was the 10th your bill date will move to the 20th adding an additional 10 days of usage to your bill.

October 2019

Prior Bill Date	Prior Due Date	New Bill Date	New Due Date
October 10, 2019	October 30, 2019	October 20, 2019	November 10, 2019
October 20, 2019	November 10, 2019	October 20, 2019	November 10, 2019
October 30, 2019	November 20, 2019	October 30, 2019	November 20, 2019

During the month of November if your bill date is the 20th your new bill date will be the 30th adding an additional 12 days of usage to your bill.

November 2019

Prior Bill Date	Prior Due Date	New Bill Date	New Due Date
November 10, 2019	November 30, 2019	November 30, 2019	December 20, 2019
November 20, 2019	December 10, 2019	November 30, 2019	December 20, 2019
November 30, 2019	December 20, 2019	November 30, 2019	December 20, 2019

During the month of December all customers will be billed on the last day of the month.

December 2019 – All Customers

New Bill Date	New Due Date
December 31, 2019	January 20, 2020

January 2020 – All Customers

New Bill Date	New Due Date
January 30, 2020	February 20, 2020