Quarterly to Monthly Utility Billing Transition
Frequently Asked Questions

When will monthly billing start?
Monthly billing will start with the January bills that will be mailed in the beginning of February, 2019.

When will bills be due?
The first monthly bill will be mailed about February 6th with a due date of February 26th. Going forward, all bills will be due on the 26th of the month unless it falls on a weekend. Then it would be due the Monday after. There are always 20 days from the date mailed until the due date.

How will the summer residential credit be calculated?
When we convert to monthly billing, the usage during the month of April is what will be used to determine the summer residential credit. The summer residential credit will be applied to the months of May through August.

What will happen with my automatic payment through ACH?
Due to the transition to monthly billing, customers using the ACH automatic payment system will need to sign a new authorization form. This form has been included in your 3rd and 4th quarter utility bill and is also available at www.villagesussex.org/payonline. Please complete this new authorization form by January 31, 2019 to continue participation in the program. Customers who have not submitted the revised form by this date will be automatically unenrolled from the program on February 1, 2019.

Please also consider transitioning to PSN, the Village’s online payment processor, to complete your online payments and register for automatic payments. This system is free when paying from a checking or savings account, and allows you to make adjustments to your banking information, address, etc. online. You can also register for paperless billing and can view past bills online. Step-by-step instructions for registering for PSN are available at www.villagesussex.org/payonline. If you choose to transition to PSN, please complete a cancellation form if you had been on the ACH method.

If I am already set up to make on-line payments through PSN, do I need to change anything?
Existing PSN customers who are registered for automatic payments will need to adjust the payment date in your account to about the 22nd of the month to always have your payment made before the due date.

What if I don’t have a computer to make online payments?
You must have an e-mail address to be able to participate in on-line payments or paperless billing as that is the method used to communicate with you by the on-line processing company. If you have an e-mail address, you may contact Payment Service Network (PSN) to assist you with getting set up for recurring payments. If the village or library staff were to assist you with this, you would have little control over the information if it changes. By going through PSN, you would be able to make changes directly through them.
What if I need help to get set up for on-line payments?
You may either call the utility at (262) 246-5224 for assistance or you may get in person assistance from village staff at the Civic Center or library staff at the Pauline Haass Public Library.

What is Public Fire Protection (PFP) and why is it on my bill?
PFP is a charge by the water utility for providing hydrants throughout the village to fight fires. In the past, this charge has been part of the Fire Department budget and has been paid for through property taxes. With the most recent rate increase application, the Water Utility is asking to move this to a direct charge on the utility bills. This method charges all water users for the service rather than only collecting from entities that pay property tax.

How do I make payments?
As always, you may bring payments to the Civic Center or pay on-line. With the change to monthly billing, all mail payments will go to a lockbox operated by the Village’s bank where all payments will be processed and deposited to the Village account. You receive an envelope with your bill to use for mailing to the lockbox.