

# City of Casper Utility News

Finance Customer Service (307) 235-8400

January 2020

## January 2020 Utility Bill:

*New Water, Sewer, and Sanitation Rates Begin with February Utility Bill*

## New Utility Rates ~

*The new 2020 residential water, sewer, and sanitation rates became effective on January 1. The City of Casper bills for services used in the previous month, so the new rates are reflected on your February utility bill.*

## NEW UTILITY PAYMENT PORTAL ~

*Same link but different look. More colorful, easier to use and you can set up your credit card or debit card to pay utility bill automatically.*

Current users will set up a new account - your old data will sync to your new account.

**NOTE:** If you are currently using the worry-free EASYPAY payment method - where the City is automatically debiting your checking account to pay your utility charges, then the new online autopay feature does not apply to you.

## COMING SOON to our City of Casper Website:

Non-Utility (General Billing) Payment Portal



## 2020 Residential Utility Rates ~ How do you calculate my bill?

### Water (Inside City Limits)

- \$8.21 for the first 1,500 gallons (Minimum Monthly Fee).
- \$3.86 for every 1,000 gallons thereafter.

### Water (Outside City Limits)

- \$10.30 for the first 1,500 gallons (Minimum Monthly Fee).
- \$5.34 for every 1,000 gallons thereafter.

### Sewer

- \$9.21 for the first 2,000 gallons (Minimum Monthly Fee).
- \$3.74 for every 1,000 gallons thereafter.

### Sanitation

- \$17.10 per month for weekly residential pickup (Minimum Monthly Fee).

**Tired of writing checks? Try EASYPAY ~** Pay your utility charges with an automatic withdrawal from your checking or savings bank account. You will still receive a bill in the mail but the charges will be drafted from your bank account 20 days after your bill date. The EASYPAY authorization form may be picked up in our office at 200 N. David St. or downloaded from our website at [www.casperwy.gov](http://www.casperwy.gov)

**Paying by credit or debit card? Here's our new Utility Payment Portal ~** We are pleased to offer a new robust payment portal for City of Casper utilities. The portal is more user friendly with an auto-pay *option*, for the customer not using the EASYPAY (see above).

Portal link: <https://casperwy.billingdoc.net/login>

The screenshot shows a user's utility account dashboard. At the top left is the City of Casper logo. The main header area displays the customer number '2253602 NELLY' and the service address '4310 SHASTA DR'. Below this, there is a navigation menu on the left with options: Dashboard, Pay My Bill, History, Payment Methods, Settings, and Log Out. The main content area shows account details: Name (redacted), Statement Date (2019-12-13), Current Due (\$42.63), Past Due (\$0.00), and Total Due (\$42.63 Paid \$0.00). There are four buttons: 'View Bill', 'Pay Bill', 'Paperless', and 'AutoPay'. A note at the bottom states: 'NOTE: Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user account setup please login and see History for additional details.'