

Item 14. Feedback from Customers Regarding Online Billing

Online Billing Feedback

- Since July (when we first instituted online billing & payment), there have been 2-3 customer complaints regarding the convenience fee for credit card payments.
- Unfortunately, BCPUD is not able to adjust or remove the convenience fee as it is built into our billing software. Fortunately, customers are able to receive their bill by email and still pay by check or cash if they desire.
- The majority of the feedback has been positive – many customers have signed up for receiving their bill online and even more have used the online portal to pay their bill :)