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NOTICE OF CHANGE

Beginning in December 2021, City Utilities Richland Center will be changing billing due dates for its customers. This billing due date change is needed to allow us to better match electric sales with our electric purchases, which in turn will help minimize the changes in your monthly power cost adjustment clause (PCAC) charges.

WHAT IS THE PCAC?

The Power Cost Adjustment Clause (PCAC) allows electric utilities to make monthly adjustments to customer bills when costs for providing power are above or below the average cost authorized by the Public Service Commission (PSC). In essence, when power costs fluctuate, the PCAC allows bills to be adjusted accordingly.

PREVIOUS BILLING PROCEDURE

We received our electric purchase bill at the beginning of the month reflecting sales from the previous month's purchases. Customer meters were read the beginning of the month, bills were mailed out the end of the month and were due by the 20th of the next month. This time lag created more fluctuations in customers' bills because the PCAC was not fully being applied to the time it was incurred.

NEW BILLING PROCEDURE

In order to better align electric sales with our electric purchases we will be adjusting our billing period. Customer meters will be read at the beginning of each month, bills will be sent out **11/24/21**, **12/21/21**, **1/18/22** and **2/9/22** and be due by **12/15/21**, **1/10/22**, **2/7/22** and **3/1/22**. Going forward, all future bills will be mailed out by the 11th and due by the 1st of the next month.

ACH CUSTOMERS

The planned shift of the billing date to the 1st of the month will change the date of your ACH payment. Currently, the ACH transaction occurs on the **20th** of each month. The ACH transactions will now be completed the same days as the due date changes and end up on the **1st** of each month, starting March 2022.

THE TRANSITION PERIOD

Below is the planned schedule.

Month	Meter Reading Period	Bill Mailing Date	Bill Due Date
October	9/2/21 – 10/4/21	10/29/21	11/22/21
November	10/5/21 – 10/31/21	11/24/21	12/15/21
December	11/1/21 – 11/30/21	12/21/22	1/10/22
January	12/1/21 – 1/3/22	1/18/22	2/7/22
February	1/4/22 – 1/31/22	2/9/22	3/1/22
March	2/1/22 – 2/28/22	3/11/22	4/1/22

BENEFITS OF THE CHANGE

Customers' PCAC charge will have less volatility and monthly energy costs will be more accurately reflected on your bill. If you have any questions or need additional information, please do not hesitate to contact us at 608-647-3844.

Sincerely,

City Utilities Richland Center