

F E B R U A R Y 2 0 2 0

Le Sueur Living

Utility Billing Conversion Update SmartHub is Here!

Life is fast, and it can be stressful – paying your bill doesn't have to be! With our SmartHub web and mobile app, it won't be. We want to take the opportunity to give you some valuable information that will help you prepare for the launch of SmartHub and the rollout of our new utility billing software.

March bills (for your February usage) **will be delivered by paper for ALL account holders** (even if you are now currently signed-up for paperless billing with our old system). This is to ensure everyone has access to their account number. Your March bill will also include step-by-step instructions on how to read your bill and sign-up for SmartHub. SmartHub is an optional service – all customers are still able to pay with cash or check if they so desire.

What is SmartHub and what's in it for you:

You may have heard about SmartHub, our innovative tool for account management, but what can it do for you? SmartHub can help you take control of your account like never before.

SmartHub has several features that make managing your account as easy as possible. Whether through the web, or your smartphone or tablet (Android or iOS), you'll be able to pay your bill, view your usage, contact customer service, and get the latest news.

As soon as you log in, you'll be able to view your billing history and make a payment with just a couple of clicks. You'll be able to see your current bill, along with bills from the previous month or even the previous seasons, if you want to compare costs. Not only will you see your billing history, but you'll be able to **view your actual use**. You can see how your use is trending over time, which will allow you to take steps to lower your bill.

Making payments through SmartHub is fast and easy. The first time you make a payment either through the web or through your mobile device, you'll be able to securely store your payment information for future transactions. The next time you need to pay your bill, it will only take a couple of clicks.

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Presidents Day
Monday, February 17
City Offices Closed



Calendar At-A-Glance

City Hall Closed FRIDAY, FEB. 7 City Hall Closed for Utility Billing Conversion Training	City Council Meeting MONDAY, FEB. 10 City Hall Council Chambers 6:30pm	City Council Meeting MONDAY, FEB. 24 City Hall Council Chambers 6:30pm
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You'll also be able to see important notices with SmartHub. You can determine how you want to be notified about your bill, including email and text messaging. **You'll even be able to set usage thresholds so that you'll know when you're using more than you'd like which will help you keep your utility bill as low as possible.**

Reporting a service issue is a snap with the SmartHub mobile app. There's no need to call the office, just let us know about the issue with a few clicks. You can now contact us at **anytime** from anywhere.

What changes should you expect:

Because this is a new billing system for us that integrates in many new features, everyone is getting new account numbers. You can find your new account number on your March bill. You are able to use your old or new account number to register for SmartHub.

How the Registration Process works:

After we launch on February 10th, we will be operating through a new billing and payment system (SmartHub). In order for you to continue to receive an electronic bill, as well as pay your bill online, you are required to re-register as a new user through SmartHub. **Any credit or debit card pre-payments you currently have set-up with our old system will no longer work. To continue this service, you will need to register with SmartHub.**

When you get to the SmartHub login screen, click the "New User? Signup to access our Self-Service Site" link at the bottom of the screen. Use your new account number to register for SmartHub. Once you have successfully registered with SmartHub, please check your email and use the temporary password to login for the first time, then follow the instructions on the page to create your new password.

Update your online payment options:

Once you register for your online account, you will need to update your payment options. Please note - Auto Pay members will need to enter their debit/credit card information into the new SmartHub system.

Where you can get your questions answered:

If you have any questions or issues with the registration process, you may contact us by sending an email to billing@cityoflesueur.com or calling 507-665-6401.

Utility Rate Updates

Effective January 1, 2020, utility rates will increase. These changes were approved by City Council on December 9th. Below, is a table outlining increases:

	2019	2020	Change
Refuse (96 Gallons)	\$26.03	\$25.99	(\$0.04)
Water (6,000 Gallons)	\$39.00	\$39.50	\$0.50
Sanitary (6,000 Gallons)	\$101.00	\$102.10	\$1.10
Electric (450kWh)	\$56.17	\$58.55	\$2.38
Stormwater (.5 acre parcel)	\$6.00	\$7.13	\$1.13

To calculate your specific increase, we have created a utility bill calculator on our website. Type in "Utility Bill Calculator" in the search box on our homepage: www.cityoflesueur.com.

Questions? Please call City Hall at (507) 665-6401.