

THE VILLAGE OF VANDUSER  
~STARTING POINT OF COTTON COUNTRY~



**CITY HALL**  
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**FOR IMMEDIATE RELEASE:  
UTILITY BILLING UPDATE**

**Preparing for a change.....**

The Village of Vanduser will be transitioning to a new water billing software at the end of February 2019. This system is through the Missouri Rural Water Associations and is called S.U.B.S. Our current billing software is obsolete with no technical support and the council felt it was time to upgrade the outdated system.

**Here's what's different.....**

The new water/ sewer bills will be sent out on postcard type paper.  
The new bills will look quite a bit different than what you are used to.  
Usage, readings, account numbers, due dates and online payments are unchanged.

**What we expect from you the customer.....**

Each customers demographics will have to be manually added to the new billing software. If your information such as mailing address, phone number etc. has changed we ask that you inform City Hall of such changes. We also ask that you be patient while this transition takes place. All customers will be expected to sign the new water usage agreement located within this envelope and returned to City Hall.  
The new user agreement will take precedence over the prior user agreement.

**What you should expect from City Hall.....**

With change comes a learning curve. With transitioning from an old system to a new system city employees have to essentially unlearn the old and learn the new. This system has a few more advanced features and will take time for everyone to learn so remember PLEASE BE PATIENT.

**Questions.....**

If you have any questions in regards to this change please contact City Hall.

Michael W. Hargrove- Mayor  
Village of Vanduser, Missouri