



CITY OF BISHOP

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Public Works News Release

Mailing Problem with Water and Sewer Bills

The City of Bishop Public Works apologizes for the difficulty many water and sewer customers have experienced recently with their monthly bills. The most commonly reported problems are bills that are completely lost in the mail and bills that have pieces of them lost in the mail. Bishop Public Works has had its own troubles with the bills including having stacks of the bills delivered not to the customers but back to the City!

Working with the Bishop Post Office we believe we have identified a new mail sorting process used to sort all mail from Bishop in Mojave as the source of the problems. This new process apparently uses a machine to automatically sort the mail. This machine is reportedly very fast but is also a little hard on the mail that goes through it. This machine appears to be the cause of the lost bills and lost parts of bills.

We are working with the Post Office to resolve this problem. The solution may include a redesign of the bills and the process we use to distribute them. Unfortunately, whatever the solution is, it can't be implemented instantaneously. In the mean time we request everyone's patience and cooperation with the water and sewer billing and payment process. Remember, even if you don't receive a bill, your payment is still due every month. Unless, of course, you take advantage of the discount offered to those that pay their water bills a year in advance.

We welcome any input on how to improve our bills and our billing process. For more information contact City of Bishop Public Works at 760-873-8458 or publicworks@ca-bishop.us.