

Dear Valued Utility Service Customer,

First and foremost, we want to extend our sincere gratitude for your patience during the launch of our new utility billing software and online payment portal. Your involvement was crucial to our success, and we truly could not have made this transition without your support. To provide more time to become acclimated with the new system, we will not be charging late fees for utility payments through the month of January.

The new portal is designed to enhance your experience by providing more efficient service and greater access to important account information such as 24/7 online access to your bills, convenient online payments, paperless billing choices, and the ability to view your usage history and trends. If you haven't yet, please scan the QR code to visit the new payment portal. **Step-by-step account setup instructions can be found at bit.ly/COBA-SetupGuide.** Additionally, payments can be made by calling (833) 280-5112.



Once again, thank you for being an essential part of this transition and your continued support as we strive to improve our services.

IMPORTANT UPDATE: CREDIT/DEBIT CARD TRANSACTION FEES

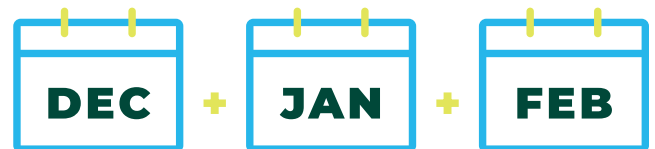
Effective January 2025, a 2.5% fee will be applied to all utility bill payments made with credit or debit cards. If you wish to avoid these fees, we will continue to offer these alternative options:

- **Sign up for Automatic Bank Drafts**
- **Mail a check to City Hall**
- **Drop off a check in the City Hall drop box**
- **Pay in person at City Hall with cash or check**

We appreciate your understanding. If you have any questions, please contact the Utility Department at ubclerk@belaireks.gov or call (316) 744-2451 ext. 132.

WINTER AVERAGE CONSUMPTION

For all Utility Service customers, sewer rates are based on a Winter Average Consumption (WAC). This is calculated by averaging your water usage during December, January, and February, with billing occurring the following months (January, February, and March). The resulting WAC will be applied from April through March of the following year, until the next recalculation.



**WAC IS AN AVERAGE OF WATER USAGE
FROM THESE THREE MONTHS**

If you experience any water leaks between December and February, it's important to report them to the Utility Department, as they can impact your WAC.

Recycle YOUR TREE



CHRISTMAS TREE RECYCLING

The Bel Aire Christmas tree recycling site is now open until **February 2nd**. Bring your undecorated real Christmas trees to the designated drop-off location in the parking lot of the Central Park Community Pool (7350 East Central Park Avenue).

CITY HALL CLOSURES

January 20

Martin Luther King Jr. Day

February 17

President's Day

WE ARE HIRING

Part-Time Recreation Assistant

Are you passionate about recreation and community engagement? Join our team at Bel Aire Recreation as a Part-Time Recreation Assistant!

Key Responsibilities:

- Provide exceptional customer service to patrons and assist with recreation programs.
- Supervise and maintain the recreation facility to ensure a safe, welcoming environment.
- Perform routine facility tasks and occasionally oversee facility rentals.

What We're Looking For:

- Courteous, professional, and helpful individuals who enjoy working with people.
- A commitment to keeping the facility running smoothly and creating a positive experience for all.

Details:

- Part-time: 4-10 hours per week, with potential for additional hours.



Send your resume and availability to
Ashley Sherwood at asherwood@belaireks.gov

SPRING FESTIVAL APRIL 12 | 1-3 PM

Mark your calendars for this year's Spring Festival on April 12 from 1-3 p.m. at the Bel Aire Recreation Center (5251 E 48th St N). For more information, follow the Rec Center on Facebook at facebook.com/BelAireRec.

Rec Newsletter

Sign up for our Email Newsletter & never miss a beat when our program registrations open!



← **SCAN THE CODE
TO SIGN UP!**