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FOR IMMEDIATE RELEASE

NEW BILLING SYSTEM BRINGS EXCITING CHANGES FOR WAKE FOREST POWER CUSTOMERS

WAKE FOREST, NC – October 12, 2011 – The Town of Wake Forest will transition to a new customer billing system between 11 p.m., Wednesday, Oct. 19, and 9 a.m., Tuesday, Nov. 1. The Town’s online bill pay service will not be available during this time. Wake Forest Power customers are urged to make note of this temporary shutdown in order to avoid problems paying their electric bill online.

Hosted by New World Systems, the new billing system will introduce important changes for Wake Forest Power customers, including a new look electric bill and a paperless billing option.

The new bill will be introduced during the November 2011 billing period. An insert will be included along with the November bill entitled “A guide to your new electric bill” that highlights the features of the new billing statement and explains the important changes from the previous version.

The most significant difference concerns each customer’s account number which will change following the billing system conversion. Customers who wish to pay their monthly bill online must receive their November bill first in order to obtain and enter their new account number.

Customers who use their bank’s online bill pay service must update the account number there as well. One advantage of the new billing system for any customer who utilizes their bank’s online service is that payments will be electronically transferred within 24-48 hours. The previous system produced a paper check that required 5-7 days.

The Town of Wake Forest will also introduce a new paperless billing option that offers customers the convenience of receiving an email notification whenever their electric bill is ready to be viewed on the Town’s website. Delivering bills through email provides greater convenience, enhances security, helps reduce clutter, and is environmentally-friendly. By offering an E-billing option, the Town also expects to save thousands of dollars each year in printing, postage, labor and equipment costs associated with paper billing.

E-bill notification is an optional feature for all Wake Forest Power customers. Customers who choose not to enroll in the program will continue to receive printed bills through the mail and may continue making payments as they always have.

For more information concerning the Town's billing system conversion, online bill pay service, or new electric bill, contact Customer Service Supervisor Andrew Brown at (919) 435-9466 or abrown@wakeforestnc.gov.

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For more information about the Town of Wake Forest, contact Public Information Officer Bill Crabtree at (919) 435-9421 or bcrabtree@wakeforestnc.gov.