

Subject: Your Brookings Municipal Utilities (BMU) Utility Bill is About to Get
Simpler and More Predictable

Dear BMU Customer,

BMU is excited to share an upcoming improvement to your billing experience. Starting November 30, 2025, your monthly utility bill will reflect usage for the entire calendar month (e.g., December 1-31), rather than spanning partial months or mid-cycle dates.

Why This Change?

This update is part of our broader system enhancements and reflects a billing approach that is **widely used across the utility industry**. Aligning billing periods with the calendar month helps make your bill:

- **Easier to understand** – no more guessing which days are included.
- **More predictable** – usage aligns with your monthly habits and budgeting.
- **Better for planning** – especially helpful for those on budget billing or tracking seasonal usage.

What You Can Expect

- Your bill will clearly show usage from the 1st to the last day of each month.
- No changes to your 2025 rates or services – just a simpler billing experience.
- This change will be **implemented incrementally**, with all accounts transitioned by end of **November**.
- Your utility bill statements will arrive later than you're used to.
- **Your utility payment due date will be the 25th of month.** If you use autopay, your payment will be deducted around the 20th, starting with your next bill.
- **NO changes are being made to Swiftel Communications'** billing, mailing, or payment processes- everything will continue as usual for those services.

Now is a great opportunity to establish an Electronic Bill and Electronic Payment processes with your BMU and Swiftel Communications accounts. Call (605) 697-8424 for assistance.

We believe this change will make managing your utilities easier and more transparent. BMU appreciates your understanding and cooperation as we implement these updates and improvements. If you have any questions, our customer service team is here to help at (605) 692-6325 or <https://www.brookingsutilities.com>.

Thank you for being a valued BMU customer.