



OUR COMMUNITY WORKING TOGETHER
Our Community Working Together

November 4, 2019

ATTENTION: Residents

RE: HIGHER UTILITY BILLS - September/October

As many of you are aware the Town was having issues with our utility's software at the end of August. Therefore, the Town issued out "flat rate" utility bills for all residents for the months of July and August. Because we were unable to read actual consumption, most bills were a substantial amount lower than previous months.

We have finally had the program restored and can now obtain proper meter readings for water usage. Most will find this bill is substantially higher than their regular bills, this is due to the fact that the system has now caught up on the water usage for the past 4 months and that the Town was unable to do the reads on the regular date, therefore this bill will have an additional 10 days of usage on it. We can assure you that each resident has only been charged for the consumption they used, unfortunately, this month had to catch up on the loss from previous bills.

Although this bill will be higher than usual, it will all balance out with the next bill run, set for the end of December.

We sincerely apologize for the inconvenience this may have caused.

Trusting this is satisfactory, I remain,

Yours truly,

Lisa Schoening, CLGM
Acting Chief Administrative Officer