



Dear Residents,

We would like to inform you about a recent issue that may affect your upcoming water bill. During the last billing cycle, a technical error occurred, resulting in incorrect water usage being recorded for a number of accounts. As a result, some residents may have received a bill that did not accurately reflect their actual water usage.

This issue has since been identified and is in the process of being corrected. However, your next water bill may reflect a higher amount than usual, as it will include the usage that was not previously billed.

We understand that this may cause concern, and we want to reassure you that you can continue to pay your normal bill amount. Once the billing adjustments are fully processed, any overpayments will be applied as credits to your account for future bills.

We encourage residents to stay up to date with their usual payments to avoid larger balances later on. If you have any questions or concerns regarding your bill, our team is available to assist.

We are committed to ensuring that this issue is resolved, and we are taking steps to prevent similar situations in the future. For questions or further assistance, please contact City Hall.

We appreciate your understanding and patience during this process.