



City of Taft, Texas  
September 23<sup>rd</sup> 2024

Dear Residents,

We would like to provide clarification regarding the recent issues related to the city's water billing system and explain the circumstances that led to these problems.

The first issue occurred during a recent update to the water rate tables. Unfortunately, the incorrect rate tables were mistakenly assigned to different water meters. This error resulted from a personnel data entry mistake. Once identified, corrective measures were taken to resolve the issue.

Regrettably, a second billing issue occurred in the following billing cycle. During this cycle, the billing process encountered a technical problem: a billing packet became stuck within the system and would not process. Our team contacted the third-party technical support for assistance. The support team helped push the process through and assured us that no changes had been made and that we could proceed with billing as normal.

We moved forward with processing the Bills and Sent them out. After residents received the bills, we were notified of a potential issue.

After we were notified of the issue we discovered that while no charges had been assessed for any accounts, the system had recorded the new month's meter readings for each account. As a result, when we processed the bills, the system showed identical readings for both the previous and current periods. This led to zero-consumption bills being issued to nearly every resident, except for those with manually read meters.

As soon as this issue was identified, we acted swiftly to inform our community through Savvy Citizen, Facebook, and the City of Taft website. We sincerely apologize for the inconvenience this has caused and appreciate your understanding.

Our team is committed to providing the best possible service, and we are taking steps to ensure that similar errors do not happen in the future. Thank you for your continued patience and support.

Sincerely,

A handwritten signature in black ink that reads "Ryan Smith". The signature is written in a cursive, flowing style.

Ryan Smith  
City Manager  
City of Taft, Texas

**"SERVICE IS OUR BUSINESS"**

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