



## STATEMENT REGARDING OCTOBER UTILITY BILLING

City of Glenn Heights Water Utility Customers,

Although we experienced delays with our recent billing activities, we believed that all accounts were billed accurately by the system. However, as we began to investigate customer complaints related to billing charges, we realized that there was an undetected systems error in our legacy meter reading system. We regret to advise you that during the October billing process, approximately, 10% of accounts (600) were invoiced for a period longer than the normal 30-day cycle. As a result, some customers may have noticed a significant increase in their October water bill.

Due dates were extended to allow sufficient time for all customers to pay their bill. Additionally, those customers impacted by the increased number of billing days added to this cycle will not be charged late fees for this billing cycle. As meter readings are being verified for the upcoming November billing cycle, citizens with accounts that were affected and had more billing days added during the October billing period will be billed for fewer days in the upcoming November billing cycle, thereby decreasing the bills below normal amounts for those affected accounts.

We are doing everything in our power to improve our services during this time of change as we continue to refine our transition from our outdated metering/billing system to an automated modern system. In the last two weeks we have improved staffing serving the Utility Billing function from 3 to 7 and are working extended hours. Again, we offer our sincerest apologies for any inconvenience this has caused and will ensure this does not happen again.

Respectfully,

Phillip Conner  
Finance Director