



STATEMENT REGARDING OCTOBER UTILITY BILLING

City of Glenn Heights Water Utility Customers:

We continue working to improve our services. As part of those efforts, we are transitioning from our outdated metering/billing system to an automated modern system. We want to reassure residents that we are working diligently to have all meter errors corrected.

During the October billing process, approximately 10% of accounts (600) were invoiced for a period longer than the normal 30-day cycle. We are aware that extra usage days in last month's water billing cycle may have caused some customers to be billed at a higher rate tier, due to the additional usage days included in this cycle.

In response, we will be issuing a credit to impacted customers in the affected neighborhoods listed below. Not every customer in the listed neighborhoods had extra billing days added, but for those who did, the credit will reflect the difference in the higher rate tier and the lowest rate tier. This credit will be automatically issued on the November utility billing statement for the impacted customers.

We would like to again extend our sincerest apologies for any inconvenience that this has caused our residents.

Please see the following page on the City's website for more information on the water billing pricing structure - <https://glennheightstx.gov/DocumentCenter/View/223/Current-Water-and-Sewer-Rates-PDF>

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