

Dear Customers:

We apologize for the confusion with your water bills the last few months. There are many of you that have received current water bills that are much higher than you expected this time of year. Hopefully I can explain how our meter upgrade has resulted in this happening.

Most of the bills have been estimated for over three months during the summer because of the meter change to radio read digital meters. I will provide additional details on why this change is happening but would like to first address why your bill may be higher than you expected.

The bill estimates are automatically made by our billing software based on the previous 12 months' average usage. Because a typical customer uses around twice or more the usage during summer months compared to spring and winter months, particularly during a drier than normal summer, you can expect a much higher bill when 3 to 4 months of under billing are added to month after the old meter is replaced.

The contractor who is replacing the old meter is taking pictures of the old meter, noting the address and account number of the customer's meter being replaced. He is also recording information on the new meter serial numbers and recording GPS locations of the new meters. We are tagging the old meters with location information and will keep them for some time in case we need to verify final readings if there is a question regarding the readings. For those with larger bills than you expected this time of year, please consider taking the amount of extra that you consider you are being over billed and divide it by the extra three to four months you may have been paid for lower-than-normal usage, add that to amounts of minimum use months and then compare that to higher summer usage amounts. Please consider this is a delay in paying for the overage amount of water that you normally would have already paid for. Extended pay out may be considered for extremely large bills.

The upgrade to digital read meters was started with installation of new meters several months ago because of the length of time it was beginning to take to read all the meters manually. The plan was to change the existing meters starting with the oldest first over several months while continuing to read the older meters manually until a large number were changed. That plan had to change when suddenly our long-time meter reader passed away in a few short weeks leaving us with no one with experience to read the meters especially when many whose locations were not easy to find. The new meters, in addition to being more accurate, can be read more quickly, save daily usage for two months and have a GPS location on file.

Because meters are considered a capital expense the cost of which is spread out over a period of years the cost changing meters will not cause a significant impact to the current budget and be the cause of a rate increase themselves.

If you need additional information, feel free to call and talk to our staff.

Dennis Donoho

Manager

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