

Dear Customers,

We have recently posted information about errors on recent utility billings. Staff is aware of the possible errors and staff has identified the nature of the errors.

Our findings to date are as follows:

1. Low density accounts: charges were overstated for debt service
2. Medium density accounts: charges were correct
3. Medium high density accounts (the recently built duets): charges for debt service and the storm water O&M were understated

Changes for the October 18<sup>th</sup> billing were made. The table below shows what you will be billed on the November 18<sup>th</sup> bill. Please note that the volumetric charge for water and the garbage charge is not included in the table. Only the utility base and debt service charges were affected and are listed.

We sincerely apologize for the errors and inconvenience to our customers.

		Billing for 9/18/2022			Billing for 10/18/2022	Next billing - 11/18/2022
	Density	What you were billed on 9/18 bill	What you should have been billed on 9/18	Adjustment needed - [what you should have been billed minus what you were billed]	Charge for 10/18 bill - [what you should have been billed for 9/18 plus/minus adjustment needed]	Charge that will appear on your 11/18 bill
<b>Low density</b>						
	Water base	28.79	28.79	-	28.79	28.79
	Sewer base	48.63	48.63	-	48.63	48.63
	Storm base	7.84	7.84	-	7.84	7.84
	Water debt service	80.92	61.30	(19.62)	41.68	61.30
	Sewer debt service	53.07	46.15	(6.92)	39.23	46.15
	Storm debt service	13.52	13.52	-	13.52	13.52
<b>Medium density - no adjustments required</b>						
	Water base	22.53	22.53	-	22.53	22.53
	Sewer base	40.27	40.27	-	40.27	40.27
	Storm base	7.84	7.84	-	7.84	7.84
	Water debt service	46.44	46.44	-	46.44	46.44
	Sewer debt service	40.13	40.13	-	40.13	40.13
	Storm debt service	13.52	13.52	-	13.52	13.52
<b>Medium high density</b>						
	Water base	22.53	22.53	-	22.53	22.53
	Sewer base	40.27	40.27	-	40.27	40.27
	Storm base	2.46	4.39	1.93	6.32	4.39
	Water debt service	13.04	24.61	11.57	36.18	24.61
	Sewer debt service	21.98	29.70	7.72	37.42	29.70
	Storm debt service	4.24	7.57	3.33	10.90	7.57