

Council Members:

In September the Neptune water meter reading software had a glitch. The reading system picked up the usage readings but would not send them to billing. The Neptune water meters are read the first part of the month and with this problem they had to be re-read again at the later part of the month once the problem was discovered. This caused the October bill to have extra weeks of usage on it, which moved some customer up into a higher billing tier. The Water Division is proposing that the customers that were moved up into the two higher tiers (2,063 accounts) be given a 30% credit of their Octobers bill.

Thank you for your consideration.