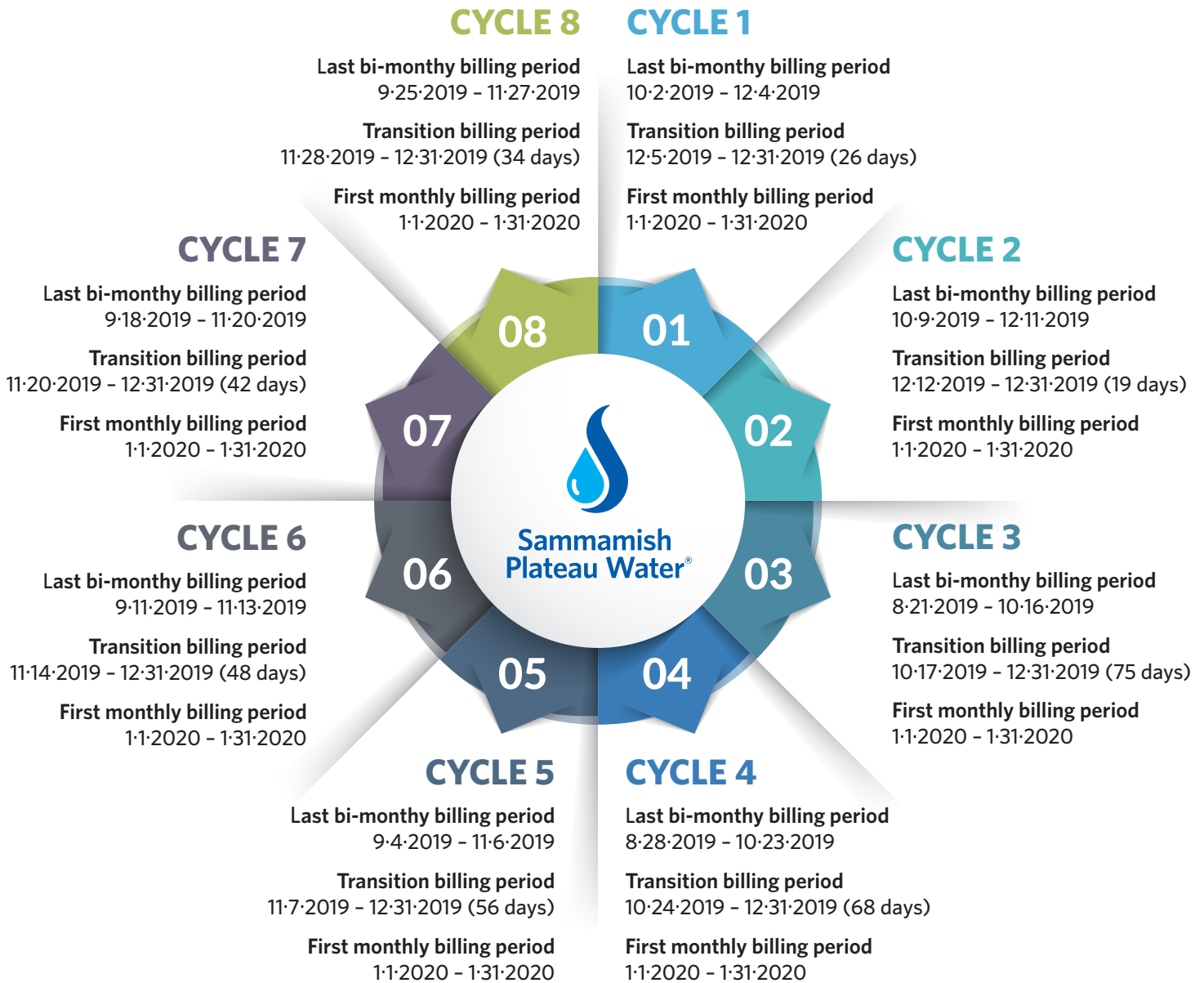


# We're transitioning to monthly billing!

We are now transitioning all customer accounts from bi-monthly to monthly billing. Customers will be able to better manage their household budget, follow their water usage, and detect possible leaks sooner by having shorter billing cycles. In order to facilitate this change, there will be a transition billing period that will vary depending upon which billing cycle your account has been associated with. Some customers will receive an extra bill for a shorter billing period. Others will receive a bill for a longer period instead of an extra bill.

To identify your billing cycle, please see the comments section of your enclosed bill.



**For example:** If you are in Cycle 3, your last bi-monthly bill is for the period 8-21-2019 - 10-16-2019. You will then receive a transition bill for the period of 10-17-2019 - 12-31-2019 (75 days). After that, your first monthly billing period will be for the month of January.