



## **Temporary Changes to Billing Process**

For the next three quarters, April, July, and October, we will change from using actual meter readings to a flat billing amount based on your usage from 2020. We spoke of making this temporary billing change during the Town Hall meetings we held in 2020 leading up to the acquisition of the water company in September 2021.

Why are we doing this? We have over 200 meters that are old and not reading correctly, and we will be replacing them over the summer. Also, manually reading the meters is very time consuming and prone to errors, so we are upgrading to “drive by” meter reading technology.

For the first quarter of FY2022 we will use the first bill you received in January. Then using the 2020 usage data we will determine the remaining balance and bill that amount in even increments for the last three quarters. We will hold your rates at 2021 levels.

GOIS will go back to using actual meter readings starting October 1, 2022. We will start by reading all the meters on September 30, 2022. This will give us a new starting usage balance for all meters and accounts. Then using the drive by meter reading technology, we will read the meters in January, April, July and October and send out bills utilizing actual usage data.

As a reminder, the Water Company was acquired last fall at no cost or financial obligation to either the GOPOA, the Estuary POA, or Grey Oaks Country Club. Grey Oaks Irrigation Services (GOIS) is now an independent stand-alone legal entity with its own Board.

If you have questions regarding your irrigation bill, contact GOIS @ 239-262-1396