

PHYSICAL ADDRESS:

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March 15, 2019

RE: Change in meter read and billing process

Dear MCS D Customer:

We are in the process of updating our billing procedures.

Historically, we have read water meters in the District in a four week rotation. With new technology, we will begin reading all of the meters during the first week of each month. The bills should be created either the first or second week of each month. This will likely cause a change in when your bill is due. If you are on Auto-pay, this may be especially important to note.

The stated due date of your bill is currently 14 days from the day your bill is created and we anticipate that that will remain the same.

In addition, we will be changing our billing forms from a postcard to an 8 ½ by 11 form and they will be sent in an envelope.

We wanted to notify you of the upcoming changes, the meter reading change began in March 2019 and the change in billing format will occur once the program is ready. Currently we are aiming for April 2019 for the change in bill format.

Your March 2019 bill will be in the current postcard format, but the due date will be dependent on when your statement is created. If you have multiple accounts and you receive multiple notices, please forgive us. Also, if you have multiple accounts and only one is listed above, this will apply to all of your statements.

Thank you,

McKinleyville CSD