

New Utility Statements

As you may have noticed, our new billing system is up and running. We have read the new radio control meters twice, and everything seems to be working well. We ran a trial billing in April with our new software so we would be prepared for our May billing. Everything seemed to go well and we hope we have all the bugs worked out and errors caught.

Please take a minute to check your bill for accuracy. Check your name, mailing address, and physical (service) address to make sure they are correct.

Each customer has been assigned a new account number. For those with automatic payments, please be sure to change the account number on your payment.

The for garbage is the first charge to appear on the statement. Please check to make sure we have the correct number of garbage cans billed under the "Qty" column.

Some new features on the statement include a graph of monthly water usage. The base and additional water charges and gallons used are now shown separately. The first amount shown in the "Tier Amount" column will be the base charge. (\$40.00 for the first 10,000 gallons used.) If a resident uses more than 10,000 gallons, the additional usage will be shown below the base charge, with the total of the two charges shown under the "Amount" column. Also, if you have two meters, both meters will now appear on one statement. The sewer charges are the last amount shown in the "Amount" column.

We hope the new statements are easy to follow, but if you have questions about them, please feel free to stop by the office or contact us at 897-5342.

Downey Cleanup

We would like to thank everyone who participated in the Downey Cleanup Day. We had a good turnout and appreciate all those who make the effort to keep their property looking nice.

We would also like to remind everyone about keeping weeds mowed or sprayed and taking the time to keep your lawns and property mowed. We are doing roadside mowing now and need vehicles and debris moved from the streets and alleyways. Please take the time to keep your property in good condition. It takes everyone's help to make our community a beautiful place to live.

Dog Licenses

Dog licenses are now **PAST DUE**. Please stop by the office and license your dogs.