

## **MARCH 2024 BILLING CORRECTION**

Due to a clerical error, charges for gallons used above the seasonal threshold did not calculate during the November through February billing periods. The error was discovered and corrected, but as a result, your March bill may reflect higher current and past due amounts based on any previously unbilled overages during those 4 months. Customers using the City's Customer Portal may see additional charges in real-time.

The majority of customers had no overage charges and their bills were not affected. However, the City is suspending all late fees and water shut-offs for non-payment from March 26<sup>th</sup> through June 25<sup>th</sup> to allow our customers to pay-off past-due balances without penalty.

We sincerely apologize for the error and have taken steps to prevent such oversight from occurring in the future. Please contact the City office at (406) 271-3623 if you have questions about your water bill.