

June 27, 2025, Water Bill Update:

Thank you for reaching out to City Hall about your water bills. Here is updated guidance for you.

For the water bills dated 6/10/2025, the reading was based on the first ACTUAL read from the newly installed water meters. The City Administration, unfortunately, discovered after the bills were mailed that many of our residents received bills far greater than what has been “normal” because of the transition to Actual v. Estimated readings. **There is no longer a need to contact our offices to have your bill audited.**

1. If your water meter was changed in April, May, or June of 2025, you can pay the bill as is, and you will see consistent actual reads on any new bill moving forward.
2. If your water meter was changed before April 2025, the City will conduct a full audit of accounts to properly credit your bill. **There is no longer a need to contact our offices as an audit is in process.**
3. The City is continuing to accept late water payments and honor all payment plans.

We are sorry for the confusion and lack of information prior to this billing change. When the audit is completed, we will let you know.

Please reach out to Mayor Voigt or Assistant City Manager Steve Jones if there are any difficulties or questions.