



Subject: Update on February Sewer Utility Invoices

I wanted to let you know about an error that occurred on the February sewer utility invoices. The due date was auto-populated incorrectly as **February 1** instead of the usual **February 20**, and I didn't catch it before the statements were sent out.

Because of this, for customers who have automatic payments set to draft "**on bill due date**" (rather than a specific date like the 10th, 15th, or 20th), the payment was drafted on **February 1** instead of February 20.

Rest assured, **no additional draft will occur in February.**

I'm very sorry for any confusion or inconvenience this caused, and I truly appreciate your understanding as we work to prevent this from happening again.

If you have any questions or need help, please feel free to reach out—I'm happy to assist.

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