

## NOTICE June 7, 2023

The Town is experiencing a communications error regarding our Water & Sewer Reading Software. We are trying to find a solution to this situation. We do not have a timeframe for when this will be resolved.

### **What does that mean for you?**

- Utility bills cannot be generated at this time.

### **Do we still have to pay for water & sewer if the system isn't working?**

- Yes, once the system is back up and working, utility bills will be generated.

### **Will we be charged for water & sewer usage from May 1, 2023?**

- Yes, even though we are having a communication problem, once we have it fixed the reads will show from the last billing cycle.

### **Should I still put money on my Water & Sewer account?**

- The Town encourages residents & business owners to apply funds to their utility accounts even though a bill has not been generated. We encourage this so that when the problem is fixed you will not have a huge bill to pay.

### **How much money should I pay on my account?**

- Residents and businesses should apply an amount that is an average billing cycle.

### **Will I be charged penalties?**

- Penalties were applied on May 1, 2023, for any amounts outstanding, once we have an estimated time as to when the system will be fixed, we will be able to answer this question.

Inquiries can be emailed to [town@beaverlodge.ca](mailto:town@beaverlodge.ca)