

IMPORTANT NOTICE Regarding June Utility Billing July 31, 2023

The Town's communication system (known as "Gateways") is still not working. We have placed an order with our provider to obtain new gateways, but it seems to be taking some time to secure new gateways, we are hoping that we will be able to have them replaced by mid-to-late August. We will keep updating as we have been, via FB, our website and the ENews.

What does that mean for you?

- The July billing will only have the basic charges.

Will we still have to pay for consumption if the system isn't working?

- Yes, once the system is fixed, it will be able to read consumption from the last billing.

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

- The Town encourages residents & business owners to apply more funds than required on their July bill, as consumption will not be on the July billing, but will be included once the gateways have arrived and the next billing cycle is processed.

How much money should I pay on my account?

- Residents and businesses should look at previous bills (example July 2022) and apply an amount that is reasonable.

Will I be charged penalties?

- Yes, penalties will be applied but only if you haven't paid your prior utility bills. You **will not** incur penalties on consumption which has yet to be charged.

Further questions can be emailed to town@beaverlodge.ca