

Attention Baker City Water Customers –

As many of you are aware, the City transitioned its utility billings in May 2023 to a new software system while simultaneously changing the method used to bill water usage. The City is currently billing water usage in arrears using an annual average usage calculation. Unfortunately, the annual average calculation has made it difficult for customers to understand their water bill or quickly detect water leaks. In addition, the City has discovered many billing issues that have occurred because of those changes.

Recognizing these issues, the City will soon be switching back to the prior way of reading meters and billing water usage. Beginning in the Spring of 2025 (April or May), meters will once again be read one zone per week (eight zones total) except during the winter months. As in the past, during the period when meters are read customers will be billed for water usage equally over two months. During the period when meters are not read customers will be billed base rate only. All water accounts have 3 units of water (1 unit = approximately 750 gallons) included with the monthly base rate water charge. Units of water used more than the 3 base units are billed at \$1.13 per unit.

During the spring conversion the City will be reconciling all customers' water usage to their prior water billings. This will help ensure that customers were not over or under billed for water usage from May/June 2023 through April/May 2025. The resulting adjustment(s), if any, will be reflected in customers' April or May 2025 water bills depending on the timing of each zone billing.

Below are two examples of how this reconciliation could affect a customer that had water service from May 2023 through April 2025:

	<u>Example 1</u>	<u>Example 2</u>
Actual Water Usage May 2023 through April 2025	682	605
Less: Estimated Annual Average Water Usage Billed May 2023 to April 2025	(565)	(565)
Less: Base Units 3 per Month for 24 Months	(72)	(72)
Billable Usage	45	(32)
Rate per Unit	\$ 1.13	\$ 1.13
Total Water Usage Adjustment	<u>\$ 50.85</u>	<u>\$ (36.16)</u>

Example 1 – this example demonstrates a customer that was billed for 565 units but used 682 units. The customer in this example will be billed in April 2025 for base rate \$53.28 + a one-time *charge* for water usage of \$50.85 for total water charges of \$104.13.

Example 2 – this example demonstrates a customer that was billed for 565 units but used 605 units. The customer in this example will be billed in April 2025 for base rate \$53.28 + a one-time *credit* for water usage of \$36.16 for a total water charge of \$17.12.

If you have any questions on these upcoming changes, please feel free to contact the Water Department at 541-523-6541. We greatly appreciate your patience and understanding during this transition.

Sincerely,



Jeanie Dexter, Finance Director