PUBLIC NOTICE

Kelleys Island Water Department

Billing Update & Water Meter Program — What You Need to Know

BILLING SOFTWARE ISSUES

As many of our customers are already aware, we've had major billing issues this year. Our long-time billing software provider was bought out last year, which forced us to transition to new billing software over the course of 2025, going live with it starting in Q1 2026. We've had nothing but problems with the new system since, and have received very little support from the new company to help correct them. We've struggled to complete billing cycles on time, and we've dealt with a range of bugs — from customers not being billed for water, to bills not being generated or printed when they should have been.

These issues have been serious enough that we've decided to switch billing companies, moving to one of the most reputable providers in the industry. We're looking forward to working with a billing company we can rely on, so we can bill correctly and on time going forward, as our customers expect and deserve.

CORRECTED BILLS COMING

While working through these issues, we found errors that caused a handful of customers to not be billed for their water usage over one or more quarters this year. Affected customers will receive a corrected bill within the next few weeks.

We understand that making up an extra quarter (or more) of water charges at once can be a real burden, especially for those on a fixed income. **If you receive a corrected bill and can't pay it in full right away, please contact us — we're happy to work out a payment plan that fits your budget.**

We will not be charging late fees while these billing problems persist.

We sincerely apologize for the inconvenience this has caused our customers this year. We're working hard to fix these issues, and our goal is to be fully transitioned to the new billing company before Q1 2027 billing.

CLEARING UP SOME RUMORS ABOUT THE NEW METERS

We also want to address some rumors that have been circulating on the island. We've heard a lot of concern that the new meter installations caused Q3 bills to be higher. **That is not true.** We did not begin installing the new meters until after Q3 readings were already completed — none of the water billed in Q3 came from the new meters.

We also want to be clear: these new meters are not a "rigged" system designed to charge customers more. They're top-of-the-line ultrasonic meters, factory-calibrated and tested to current AWWA (American Water Works Association) accuracy standards (ANSI/AWWA C715) before installation. These solid-state meters have no moving parts to wear out, so their accuracy holds steady over the life of the meter — unlike most of our current meters. Roughly 40% of our customers are already using an older version of this technology — any new home built, or any customer who's had a meter replaced in the last 10 years or so, is likely already on an ultrasonic meter. Some customers with older, malfunctioning, or failing mechanical meters may actually see an increase in billed usage, simply because their old meter was under-registering their actual water use.

Our 2024 water audit recommended updating our aging metering system to help reduce water loss — we're liable for the water we produce and where it goes. This meter upgrade is one part of a larger plan to bring our water loss numbers within EPA-acceptable limits. This wasn't a decision made on a whim; it's a carefully planned project that's been in the works for over a year and went through full village approval, including the finance committee and a council vote.

Questions? We're here to help.

Call us at **(419) 746-2555** or stop by our water department office located behind the police station!

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