

**TOWN OF CENTURY, FLORIDA  
COUNCIL MEETING AGENDA ITEM SUMMARY**

**Meeting Date:** April 7, 2026

**Submitted By:** Council Vice President Shelisa McCall Abraham, Seat Three

**Subject:** Establishment of a Standardized Monthly Water Meter Reading Day

**I. BACKGROUND**

Currently, water meter readings for the Town of Century are conducted on a variable schedule based on staff availability and weather conditions. This fluctuation can result in billing cycles that range significantly in length (e.g., 19days, 28 days, 35 days), leading to inconsistent utility bills for residents and challenges in financial forecasting for the Water Fund.

**II. PROPOSAL**

To establish a fixed, recurring day each month (e.g., the 10th or the closest following business day) specifically designated for town-wide water meter readings.

**III. OBJECTIVES**

- **Consistency:** Ensure every resident is billed for a standard 30-day usage period.
- **Efficiency:** Allow the Water/Wastewater Department to schedule field labor and vehicle usage in advance.
- **Customer Service:** Provide transparency to citizens regarding when utility staff will be present on their property.

**IV. FISCAL IMPACT**

No additional budget is required. This is a procedural change to optimize existing staff hours and improve the reliability of Water Fund revenue collection.

**V. RECOMMENDATION**

That the Town Council approve the designation of a permanent Monthly Water Meter Reading Day and direct the Town Administrator and Town Clerk to notify residents through an official mailing and the official town website.

## **NOTICE TO ALL TOWN OF CENTURY WATER CUSTOMERS**

### **Subject: New Monthly Water Meter Reading Schedule**

Dear Resident,

To provide more consistent and predictable utility billing, the Town of Century is establishing a standardized **Monthly Water Meter Reading Day**.

Starting next month, Town utility staff will conduct all residential and commercial water meter readings on the **10th of each month** (or the following business day if the 10th falls on a weekend or holiday).

#### **What this means for you:**

- **Predictable Billing:** Your billing period will now cover a consistent 30-day usage window.
- **Scheduled Access:** You will know exactly when to expect a Town representative near your meter. Please ensure that meters remain clear of debris, overgrown landscaping, or unrestrained pets on this day.
- **Improved Accuracy:** This fixed schedule reduces the need for estimated readings and ensures you are billed only for the water you use.

We are committed to improving our services and appreciate your cooperation as we implement this change to better serve the Town of Century.

If you have any questions, please contact **Town Hall** at **(850) 256-3208** or visit our website at **[townofcenturyflorida.com](http://townofcenturyflorida.com)**.

Sincerely,

**The Town of Century Council**