| Days between cycles | Billing Cycle Start | Billing Cycle End | Days in Cycle | Read Date | Days to Prep Statement | Statement | Payment Due Date | Delinquent Letter | Red Tag | Turn Off | Days until next read | Comments/Notes |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | bi-monthly by 10th day | statement date + 30 calendar days | due date + 10 | delinquent date + 10 business days | red tag + 5 business days | | |
| | 09/28/21 | 11/23/21 | 56 | 11/23/21 | 13 | 12/6/2021 | 01/05/22 | 01/15/22 | 01/25/22 | 01/30/22 | -6 | 9/21/2021 Ord 811-2021 Amended utility rates, |
| 1 | 11/24/21 | 01/24/22 | 61 | 01/24/22 | 14 | 2/7/2022 | 03/09/22 | 03/19/22 | 03/29/22 | 04/03/22 | -9 | no billing cycle listed other than Delinquent Letter & Red Tag |
| 1 | 01/25/22 | 03/25/22 | 59 | 03/25/22 | 13 | 4/7/2022 | 05/07/22 | 05/17/22 | 05/27/22 | 06/01/22 | -8 | |
| 1 | 03/26/22 | 05/24/22 | 59 | 05/24/22 | 15 | 6/8/2022 | 07/08/22 | 07/18/22 | 07/28/22 | 08/02/22 | -7 | |
| 1 | 05/25/22 | 07/26/22 | 62 | 07/26/22 | 13 | 8/8/2022 | 09/07/22 | 09/17/22 | 09/27/22 | 10/02/22 | -9 | 6/21/2022 Ord 822-2022 Amended billing cycle |
| 1 | 07/27/22 | 09/23/22 | 58 | 09/23/22 | 11 | 10/4/2022 | 11/03/22 | 11/13/22 | 11/23/22 | 11/28/22 | -6 | 9/20/2022 Ord 824-2022 Amended utility rates |
| 1 | 09/24/22 | 11/22/22 | 59 | 11/22/22 | 17 | 12/9/2022 | 01/08/23 | 01/18/23 | 01/28/23 | 02/02/23 | -8 | |
| 1 | 11/23/22 | 01/25/23 | 63 | 01/25/23 | 15 | 2/9/2023 | 03/11/23 | 03/21/23 | 03/31/23 | 04/05/23 | -16 | |
| 1 | 01/26/23 | 03/20/23 | 53 | 03/20/23 | 21 | 4/10/2023 | 05/10/23 | 05/20/23 | 05/30/23 | 06/04/23 | -17 | |
| 1 | 03/21/23 | 05/18/23 | 58 | 05/18/23 | 25 | 6/12/2023 | 07/12/23 | 07/22/23 | 08/01/23 | 08/06/23 | -16 | |
| 1 | 05/19/23 | 07/21/23 | 63 | 07/21/23 | 20 | 8/10/2023 | 09/09/23 | 09/19/23 | 09/29/23 | 10/04/23 | -14 | |
| 1 | 07/22/23 | 09/20/23 | 60 | 09/20/23 | 19 | 10/9/2023 | 11/08/23 | 11/18/23 | 11/28/23 | 12/03/23 | -16 | 9/12/2023 Ord 830-2023 Amended utility rates |
| 1 | 09/21/23 | 11/17/23 | 57 | 11/17/23 | 25 | 12/12/2023 | 01/11/24 | 01/21/24 | 01/31/24 | 02/05/24 | -17 | |
| 1 | 11/18/23 | 01/19/24 | 62 | 01/19/24 | 26 | 2/14/2024 | 03/15/24 | 03/25/24 | 04/04/24 | 04/09/24 | -27 | |
| 1 | 01/20/24 | 03/13/24 | 53 | 03/13/24 | 28 | 4/10/2024 | 05/10/24 | 05/20/24 | 05/30/24 | 06/04/24 | -19 | |
| 1 | 03/14/24 | 05/16/24 | 63 | 05/16/24 | 27 | 6/12/2024 | 07/12/24 | 07/22/24 | 08/01/24 | 08/06/24 | -21 | |
| 1 | 05/17/24 | 07/16/24 | 60 | 07/16/24 | 28 | 8/13/2024 | 09/12/24 | 09/22/24 | 10/02/24 | 10/07/24 | -21 | |
| 1 | 07/17/24 | 09/16/24 | 61 | 09/16/24 | 25 | 10/11/2024 | 11/10/24 | 11/20/24 | 11/30/24 | 12/05/24 | -34 | |
| 1 | 09/17/24 | 11/01/24 | 45 | 11/01/24 | 40 | 12/11/2024 | 01/10/25 | 01/20/25 | 01/30/25 | 02/04/25 | -32 | 9/17/24 Ord 840-2024 Amended utility rates |
| 1 | 11/02/24 | 01/03/25 | 62 | 01/03/25 | 41 | 2/13/2025 | 03/10/25 | 03/20/25 | 03/30/25 | 04/04/25 | -25 | |
| 1 | 01/04/25 | 03/10/25 | 65 | 03/10/25 | 31 | 4/10/2025 | 05/10/25 | 05/20/25 | 05/30/25 | 06/04/25 | -19 | |
| 1 | 03/11/25 | 05/16/25 | 66 | 05/16/25 | 25 | 6/10/2025 | 07/10/25 | 07/20/25 | 07/30/25 | 08/04/25 | -14 | See below Option #1 reflecting these future dates |
| 1 | 05/17/25 | 07/21/25 | 65 | 07/21/25 | 20 | 8/10/2025 | 09/10/25 | 09/20/25 | 09/30/25 | 10/05/25 | -9 | |
| 1 | 07/22/25 | 09/26/25 | 66 | 09/26/25 | 14 | 10/10/2025 | 11/10/25 | 11/20/25 | 11/30/25 | 12/05/25 | -4 | |
| 1 | 09/27/25 | 12/01/25 | 65 | 12/01/25 | 7 | 12/8/2025 | 01/10/25 | 01/20/25 | 01/30/25 | 02/04/25 | | |
| 1 | 12/02/25 | 02/05/26 | | 02/05/26 | | | | | | | | |
| | 02/06/26 | 04/12/26 | | 04/12/26 | | | | | | | | |
| | | | | 01/00/00 | | | | | | | | |

From Inframark:

We converted to a new Meter Reading Dashboard. We made an error when scheduling the meter read by confusing the billing month. Mgr thought the statement date was **11/8 due 12/10** rather than **12/3 due 1/10/25**. Because he went "backwards" so many days and we were already reading in advance, we can't correct the difference in one month.

Inframark Solutions:

Option #1: to get back to normal (i.e. where we are reading the meters 8-10 days before the 10th of the month) will take all of 2025. We have to move 30 days to get back on track. We can't do that in one month or it would be a 90-day read cycle. So, we propose moving the dates ~5 days for each of the next 5 billing cycles. To get back to normal, and continuing to bill in the even months, with payments due in the off months, we need the read dates listed above.

Option #2: we bill in March (an odd-numbered month) instead of April and then bill thereafter in odd months.

Option #3: does the City have any interest in moving to monthly meter reading and billing? Pros: (1) the City receives its revenue earlier. (2) If a customer has a leak, they are made aware of that earlier. (3) Rate changes can be done monthly if needed.