



**TOWN OF PALMER LAKE
BOARD OF TRUSTEES - AGENDA MEMO**

DATE: January 13 2022	ITEM NO.	SUBJECT:
Presented by: Town Administrator /Clerk		Review of Improved Water Billing

Background

Staff wanted to take an opportunity to generally report the improvement of the AMCOBI water billing for the water town accounts.

Enclosed is a memo describing the course of events. In summary, reports are now available to assist in addressing issues that the Town had no evidence of existence. This modification, though a bit of adjustment for long time water customers, has recouped thousands of dollars to the Town; and it allows staff to be pro-active to assist customers.

I want to personally thank you, Board members, for supporting the water billing change as well as share my gratitude to Tish, Christi, Toni and Julia for working through this new process.