



Town of St. Paul
A PEOPLE KIND OF PLACE

The Town of St. Paul Utilities Department recognize that there are higher bills than usual going out in the November/December 2018 Utility Billing cycle.

This increase is due to the meter change that was provided by Public Works within these two months. When a meter change occurs Public Works provides a final meter reading of the old meter and an initial read of the new meter. As well, if an account hasn't had a meter reading and the computer has been estimating consumption, there may be some consumption catch up.

Depending on when in the billing cycle the meter change was performed it may be adding more days of consumption than would be normal when a resident provides a manual meter reading. After the meter change is in the account, the computer will generate the remainder of the billing cycle. If the computer estimated higher than what was used it will be corrected on the invoice created in March.

Going forward, our meter readings will now be made on the last day of each billing cycle, if not a weekend, to make for accurate billings. Residents no longer need to submit meter readings if they have the new electronic meters.

**IF THERE ARE ANY QUESTIONS ARISING FROM THE METER CHANGES, PLEASE FEEL FREE TO CONTACT BROOKE AT THE TOWN ADMINISTRATION OFFICE.
780-645-4481 EXT: 2104.**