



Rural Water District 3 Rogers County

13277 S Ash
Claremore, OK 74017
918-341-0851 ♦ TDD 711 ♦ Fax: 918-343-0310
www.rwd3rogers.com

REVISED INFORMATIONAL NOTICE

July 22, 2024

Dear Valued Customer,

As you will recall, we notified you last month of the board-approved change that will affect your statement over the course of the next few months. To lessen the potential impact a longer billing cycle would have on our customers, we have made a change to the plan of action outlined in last month's notice.

Currently, meters are read on or about the first of the month to capture the previous month's usage. By the time you receive the bill, another thirty days of water usage has passed. For example, the usage reflected on the current bill due August 1st (and included with this notice) is your usage for the month of June.

Our ultimate goal is to minimize the amount of time between meter readings and the date of billing so that your bill reflects the very latest water usage while at the same time maintaining the rate at which you are currently billed. We respectfully ask for your patience and understanding as we work through this process. No action on your part is required, and you will not notice a change until your September 1st bill.

Please be advised we will NOT be reading your meter twice during the month of August as stated in the First Informational Notice dated June 20, 2024. Our current plan of action is to read your meter on or about August 5th, not August 1st. Doing so means that you will see approximately five extra days of usage on the bill due September 1st.

Our plan is to continue moving the meter read date forward a few extra days each month until we reach our desired goal of billing customers for their most recent water usage. We simply want you to be aware that you may continue to have more than 30 or 31 days on each bill over the course of the next few months.

I still believe the board-approved change will benefit the district as well as our customers as we continue to plan for future growth within the district. As a reminder, the change also allows our customers to identify problems (i.e., leaks) sooner rather than later.

If you should have any questions regarding this matter, please don't hesitate to contact me. I'll do my best to address any concerns you may have.

Respectfully yours,

Kelly J. King
District Manager

KK:sb