

Important Update: Late Fee Waiver Due to Extended Billing Cycle

Dear Great River Customer,

At Great River, we are committed to providing the highest level of service to our customers. Recently, we transitioned to a new Operations & Maintenance (O&M) firm to further enhance the quality of our services.

As part of this transition, there was an adjustment in the most recent billing period, resulting in an extended cycle of 43 days of usage. This was necessary as the new firm completed its first comprehensive meter reading across the state.

We understand that this extended billing period may have caused some concern, and we sincerely apologize for any inconvenience this may have caused. To support our customers during this transition, **we will be waiving late fees for this billing period.**

Please note that this situation simply shifts usage from one month to another. While the current bill reflects a longer period, we expect that your overall payment for water usage will balance out over a two-month timeframe. Moving forward, we do not anticipate this issue occurring again, and future billing cycles will return to their regular monthly schedule.

If you have any questions or need further assistance, please do not hesitate to contact our customer service team at the number below.

Sincerely,

Great River Utility Operating Company

October 04, 2024