

Dr. J. Jerome Newton, Mayor

Commissioners
Barbara Kornegay
Mayor Pro Tempore
Vicky Darden
Delreese Simmons
Danny Keel
Tommy Brown



Tel – 919-658-5561
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Glenn Holland
Interim Town Manager

Sherry Davis
Town Clerk

March 18, 2025

For Rate Code W04 (commercial inside city limits)

An audit of the water billing and finance department has been conducted internally. While this is still ongoing, we were able to identify billing issues. It has been discovered that many commercial accounts have a maximum water bill amount that was inadvertently set equal to the base rate and does not allow the system to calculate and bill the correct total water used. The maximum amount of \$ 16.89 will be removed and future bills will be billed at the correct rate of \$16.89 base rate plus \$.02493760/cubic feet of water consumed. These changes have no effect on sewer billing. These adjustments will be reflected in the bill you receive April 2025. We apologize for any inconvenience.

For Rate Code W05 (commercial outside city limits)

An audit of the water billing and finance department has been conducted internally. While this is still ongoing, we were able to identify billing issues. It has been discovered that many commercial accounts have a maximum water bill amount that was inadvertently set equal to the base rate and does not allow the system to calculate and bill the correct total water used. The maximum amount of \$ \$33.76 will be removed and future bills will be billed at the correct rate of \$33.76 base rate plus \$.04961635/cubic feet of water consumed. These changes have no effect on sewer billing. These adjustments will be reflected in the bill you receive April 2025. We apologize for any inconvenience.

Sincerely,

Glenn Holland
Interim Town Manager