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DATE: December 2, 2024

Customer Notice: Change in Water District Billing Software

Dear Valued AWD Customer:

We are excited to announce an important change at the Aromas Water District that will benefit our community for years to come. Effective immediately, we are transitioning to a new utility billing software. This change will result in a new look and format for your water bills, starting with your next billing cycle, which will be bills for your December 2024 water use, sent out the first week of January 2025.

Why the Change?

This new software is part of the District's commitment to providing efficient and cost-effective service. By streamlining our billing process and reducing administrative costs, we are working to ensure that your money is used wisely, which will save you money over the long term. **Our old billing software tripled in price, so we felt the need to look elsewhere...**

What to Expect

1. **New Bill Format:** Your water bill will look different, but it will continue to provide the clear and detailed information you need.
2. **Temporary Transition Period:** As with any major software upgrade, there may be minor adjustments or unexpected issues over the next two months.
3. **Commitment to Accuracy:** While we strive to ensure a seamless transition, we kindly ask for your patience if there are any discrepancies in your bill.

Questions or Concerns?

Our team is here to help. If you have questions about your bill, or if something seems incorrect, please don't hesitate to reach out. You can contact us at:

- **Phone:** 831.726.3155
- **Email:** admin@aromaswaterdistrict.org
- **Office Hours:** Monday / Wednesday / Friday 9:00am to 5:00pm

We greatly appreciate your patience, understanding and support as we work to improve our services. Thank you for being a valued member of our community, and we look forward to continuing to serve you.

Sincerely,

Robert Johnson, CSDM
General Manager

The Aromas Water District is dedicated to providing a reliable supply of high quality water.