

Lake Durango Water Authority

19 HOLLY HOCK TRAIL, DURANGO
COLORADO 81301

July 8, 2022

Dear Lake Durango Customer:

Due to several personnel changes and billing software glitches, the Board of Directors has been made aware of numerous billing errors that took place after the billing cycle that ended March 31, 2022. We have a new employee, Kelly, who is working diligently to correct those errors. The most significant errors affected people who are on auto payments. Those errors consisted of payments posted to the customer's account, but most of those payments were never processed through the banking system.

LDWA has two billing cycles each month. Most customers are billed on the 1st each month, while most Rafter J customers are billed on a 15th billing cycle. The billing cycles were processed in error in both April and May, which also affected June billings. Please know that statements for water services in April, May, and June may be incorrect. Each customer's account will be carefully examined before sending corrected statements. Lake Durango will reach out to all auto pay customers in advance to verify permissions to catch up payments that were not previously withdrawn. Please look for further emails or post office notifications that will be sent as soon as possible. Auto payment customers will have the option of making payment arrangements if helpful.

All customers will still receive new statements so everyone has an accurate history of charges for April, May, and June. No late fees will apply to May and June bills, and/or any corrected bills.

We sincerely apologize for this confusion. We are working daily to get our billing system corrected and back on track as soon as possible. Please feel free to email ldwabilling@gmail.com, or call (970) 247-4062 with any questions. Again, please accept our apologies.

Sincerely,

Board of Directors, Lake Durango Water Authority