



City of San Juan Bautista

The "City of History"

January 2017

Dear City Water Customer,

You may have noticed some changes in both the appearance and the bill amounts on your recent water bills. In October, the City transitioned to new water meters and a new billing software. The transition, however, resulted in several changes:

1. Because the transition took longer than expected, the billing period for November ended up being nine days longer than the usual month, which means that your November bill will likely be higher than usual but also that the billing period in December will be shorter and result in a smaller bill.
2. The new meters measure water use down to the exact gallon usage (at a cost of exactly \$0.0000564 per gallon) rather than the old meters and software, which rounded down to the nearest unit (1 unit = 1,000 gallons) and rolled the remainder into the next month's bill. This makes each month's bill more exact, but will necessarily result in a slight change in price (\leq \$5.64, which is the cost of one unit) from what you were paying before on each bill, but not the amount you pay overall for water during the year.

If you would like to learn more about the new water meters, please visit www.mastermeter.com/en/Multi-Jet.html

As with any new system install, there is bound to be an adjustment period where the kinks are worked out. We apologize for any inconvenience you have experienced during this adjustment period. If you see any extreme fluctuations in your bill, however, or if you have any additional questions regarding your bill, please do not hesitate to call the Water Department in City Hall at 831-623-4661.

Sincerely,

City of San Juan Bautista
Water Department Staff

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