



CUSTOMER & UTILITY SERVICES DEPARTMENT

P.O. BOX 861990
PLANO, TEXAS 75086-1990
972-941-7105

December 7, 2009

Dear Customer,

On October 1st of this year, the City of Plano increased water rates for all customers. Many bills issued in October included water delivered in both September and October and should have been calculated proportionally using applicable rates, however a coding error occurred during programming and some accounts were under billed. The Customer & Utility Services Department apologizes for our error and any inconvenience this causes our customers. The City is in the process of correcting accounts that included an error in the September usage for volumes over 20,000 gallons. These October bills have been recalculated with the correct rate structure and any resulting charges that belong to the account due to services delivered have been applied to the account. If there is an additional amount due on the account, you will notice a balance carried forward on your bill which is a result of this correction.

Again, we sincerely apologize for any inconvenience this has caused our customers. If you have any questions please call 972-941-7105.

Sincerely,

Mark Israelson
Assistant City Manager
Customer & Utility Services