



City of Foley

251 4th Avenue North • P.O. Box 709
Foley, Minnesota 56329
(320) 968-7260 • Fax (320) 968-6325
www.ci.foley.mn.us • email: contactus@ci.foley.mn.us

June 11, 2024

RE: Winter Sewer Rate Error - An Apology from City Hall:

Dear Foley Residents –

On Monday, City Hall staff discovered an error with the Winter Sewer Rate in the June water/sewer bill that was mailed out last Friday. While the bills calculated correctly with the locked-in winter sewer rate, the system used the December 2023 sewer usage (January meter read) and not the January sewer usage (February sewer read) as planned. This has caused many of you to have a higher or lower lock-in rate than you originally expected. And a higher or lower June bill.

We are very sorry for this error and the confusion and frustration this has caused. Staff is actively working to correct the problem, but it may take a few weeks before we can fully resolve it.

The challenges we currently face:

- **Staff is currently in the middle of switching software systems.** This includes a data transfer that occurred last week and ongoing staff training on the new software. The June bill was supposed to be the last bill calculation on the old software.
- **Staff is considering a few options including recalculating the June bill.** We are weighing the options of whether to recalculate in the old billing software or move forward and correct the problem in the July billing which will be on the new software.
- **Please Note: Calculating using the correct January sewer usage could dramatically change (increase or decrease) many residents' Winter Sewer lock-in rate.** Staff estimates using the correct February read date (January usage) will negatively affect the same number of people who were negatively affected by using the January read date (December 2023 usage) based on the council's changes to the city water/sewer ordinance in November 2023. Staff is actively discussing how best to proceed with the affected accounts (e.g. credits and waving of late fees).

Staff is still researching the best options by talking to support services of both the old and new software companies and will present the best options to the council soon. It may take several more weeks until this issue is completely resolved.

Again, City Hall staff is very sorry for the unfortunate error. Please know that we are actively working to correct this problem.

Sarah A. Brunn
City Administrator