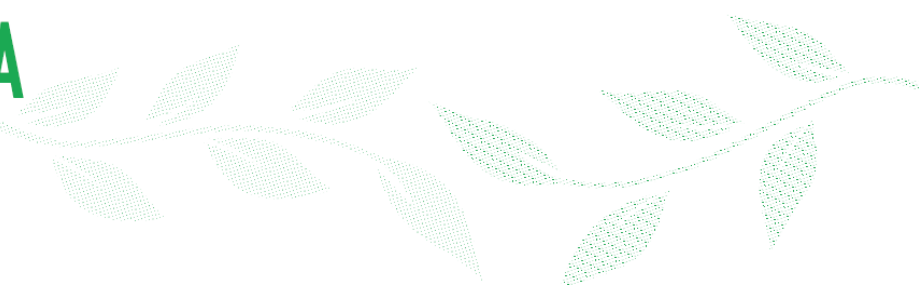




CITY OF
MONROVIA
CALIFORNIA



May 29, 2024

Re: City of Monrovia Utility Billing is Working Again!

Dear Monrovia/Utility Services Customer,

As you are likely aware, the City of Monrovia’s utility billing system has been inoperable for over two months. The great news is that we have fixed the problems and will be sending out utility bills again to all customers. We’d like to share more about what happened and what you can expect as we return to normal billing operations.

On March 17, 2024, during a planned equipment upgrade, the City experienced a loss of financial system data, including payroll, financial records, and utility billing data, including data backups. As the City worked to restore the data, we also continued to read water meters and accept payments, even though payments were not required. The City has not shutoff water and has not assessed penalties for late payments.

Fortunately, the City’s utility billing system is functional again, and utility bills for March, April, and May are now available. The City will begin sending these bills at weekly intervals, beginning the week of May 27, 2024, as shown in the table below, and June 2024 bills are expected to be on schedule and should be received by customers in late June and early July.

Monthly Utility Billing Information:

Description of Monthly Bill	Week Bill Will Be Generated*	Bill Due Date
March 2024 Utility Bill (Enclosed) (For February 2024 usage)	Week of May 27, 2024	June 17, 2024
April 2024 Utility Bill (For March 2024 usage)	Week of June 3, 2024	June 24, 2024
May 2024 Utility Bill (For April 2024 usage)	Week of June 10, 2024	July 1, 2024

**Bills can be expected to be received in customers’ mailboxes the week following bill generation.*

EFT Program Information:

For customers who are enrolled in the City’s Electronic Fund Transfer (EFT) Program, EFT payments will be deducted from customers’ bank accounts on the due date noted on the bill. Customers who wish to discontinue enrollment in the EFT program may contact our office to cancel.

A Frequently Asked Questions (FAQ), which includes additional information, is available on the City’s website at www.MonroviaCA.gov.

Thank you for your patience during this time, and we apologize for any inconvenience. If you have any questions, please feel free to contact us by email at watercustomersvs@ci.monrovia.ca.us or by phone at (626) 932-5517.

Sincerely,

Dylan Feik
City Manager
City of Monrovia