

Dear Indianapolis Water Customer:

We want to help you better understand our billing process, explain how we're improving our billing and meter reading performance and offer an apology.

We are scheduled to read your meter every other month and estimate usage in alternate months. Estimates are based on an average of either your 12-month usage or the last two months' usage, whichever is higher. This is the IURC approved method for estimating bills based on our rate structure.

We don't estimate bills when we don't have to, but there are reasons beyond our control that require it. Sometimes snow or ice covers the meter pit, or dogs and other obstructions are in the way, leading to an extended string of estimates.

We sincerely apologize for any impact recent estimated bills may have had and can assure you we are working to resolve all of your questions and concerns. All meter reads are back on the every other month schedule, and if your usage was overestimated, you should see a credit noted on your bill showing the difference between our estimates and your actual usage.

We're increasing the number of meter readers on staff and are working with the IURC to change how we estimate bills during those non-read months, so your winter estimates are not impacted by your summer usage.

We value you and want to make sure you're happy with the service we provide. If you have questions about your account please call customer service at 317.631.1431.

Sincerely,

Veolia Water Indianapolis