

September 24, 2021

Hello Spencer,

I would like to take a moment to speak to everyone about our water bill situation. To get a clear picture, I'll start with how we got here. The City of Spencer has long been working to ensure the water bills we send out are correct. We have been trying to get meters read correctly and on-time for a number of years. The city council and staff decided to investigate modernizing our water meters. As with most utilities, the city looked at meter systems that require no human interaction. This automated meter technology became the basis for our bid request. Bids for a new water-meter system were obtained and a system was selected.

The new meters were chosen based on the features of the meters, reliability of the company providing the meters and the projected life of the meters. The city has a computer billing system that was expected to be completely compatible with the new computerized meter system.

The meters were installed and water-output readings from the meters worked. The issue we encountered was from the interaction of the two computer systems. The water readings from the homes were correct. The readings from the new meter system to the billing system caused the issue.

We are working with both companies (the water meter provider and billing system provider) to find the problem with the billing output. This is a computer programming issue – not a human input error, a malicious intent towards our residents, or a way to extort money from residents for any purpose. We ask for your patience as we work with the systems engineers.

Please be aware that we working to ensure you get the quality service you rightfully deserve. We will work with you if your bill is abnormally large during this time. If you have questions or need any assistance, please call City Hall at (405) 771-3226 option 3. Our staff will address your concerns as quickly as they can.

I personally ask for your patience and understanding as we work to provide you with the best utility services possible. We only want to move Spencer Forward.

Sincerely,

Mayor Frank Calvin

