



City of Florence
A City in Motion

PRESS RELEASE

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CITY SERVICES BILLS UPDATE

FLORENCE, OR – As we shared on May 1st, the City of Florence is currently updating our water meter system throughout the City to a radio frequency based automatic meter reading system. As we continue to proceed with this upgrade, City staff have run into a few elements of the conversion that are causing delays for this month's City Services Bills.

The additional challenges that staff ran into late last week and over the weekend have required the City update our strategy on ensuring the accuracy of the bills. The City has prioritized the residential accounts, with the commercial accounts to follow as soon as feasibly possible. The goal is to have the residential City Services Bills ready for mailing distribution this coming weekend with delivery beginning May 14th.

With a small Finance Department staff, reviewing each individual account takes time and coordination with our Public Works Department to verify readings. The Finance Department has dedicated two employees to review each individual account to ensure that the new system is reading the meters correctly. They will be reviewing each of the 3,600 residential accounts this week prior to mailing the bills, followed by the 400 commercial accounts.

We understand that many of our customers desire to pay their bills on a routine schedule at the beginning of the month. If you would like to pay prior to receiving your bill, City staff can assist with this and we recommend paying the amount from the previous month. Any difference between the amount billed and what you prepaid will be reflected on next month's bill, either through a credit or an added remaining balance.

The City will not be charging late fees or processing shut offs during May due to the bills being delayed. Customers should begin receiving bills beginning May 14th based on our current estimated timeline. If the projected date changes, we will provide further updates via the City's website, social media, and our media partners.

If you have questions about your City Services Bill, please contact the City at 541-997-3436. We appreciate the continued patience and understanding from the community as we work to assure accuracy of this new system.

For more information on the upgraded radio frequency based water meter reading system, please visit www.ci.florence.or.us/publicworks/water-meter-change-out-program-update.

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