



# CITY OF TWO HARBORS

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February 15, 2019

DAN WALKER  
Administrator

Dear City Utility Customer:

We understand your surprise regarding the last utility bill. The communication regarding the delay in billing is not what our utility customers and citizens expect, and we sincerely apologize for that. We understand we could have done better.

Our billing cycle typically runs from on or about the 25<sup>th</sup> of each month to the 25<sup>th</sup> of the following month. This, of course, varies when the 25<sup>th</sup> falls on a weekend or holiday.

Due to issues we had with our meter reading system, we were unable to read meters until February 6, when they normally would have been read on January 25. This resulted with the February, 2019 utility bills including a nearly seven week consumption period. This, combined with recent cold weather, has resulted in unusually high utility bills.

Please be assured that the March, 2019 utility bills will include a shorter consumption period, and our intention is that future months will be billed with the typical four week (or one month) consumption periods.

With this in mind, it has been determined that penalty charges for utility accounts will be waived for the February 2019 billing. This waiver is intended to allow for individuals who are unable to pay the unusually high February bill at once, to pay what they can in February and then pay the balance of February's bill together with the March bill, by March 29, 2019. This will give customers the same amount of time they normally would have had to pay these charges without penalty.

Please contact City Hall at (218) 834-5631, if you have any questions or concerns related to this matter.

Sincerely,

Dan Walker  
City Administrator

Christopher M. Swanson  
Mayor