



To our valued Toho Customers,

At Toho Water Authority, our top priority is providing you with reliable, accurate service. We recognize the importance of clear and consistent water billing, and we have heard your concerns. We are taking real steps to improve our service to you.

While there are several reasons your bill can fluctuate each month, our biggest focus is addressing a rise in failures of the electronic devices that wirelessly send your water usage readings to our billing system. When these devices fail, your bill is estimated based on past usage until the device is replaced or a manual reading is taken. Once we get an accurate reading, your bill will reflect your actual usage, which may sometimes lead to higher bills. Overestimated bills will result in smaller bills in the future.

To address this issue and in coordination with our vendor, we are accelerating a replacement plan for these devices. Out of Toho's 210,000 devices, about 28,000 have failed, including 6,500 in St. Cloud. We are already replacing failed devices and those are our priority. We expect to replace 60,000 devices this year with our expedited plan and project that most of the system will be replaced over the next 3 to 5 years.

While we do that work, Toho is committed to supporting you, answering your questions and correcting any issues that we identify. Here are other ways we are supporting you directly:

- For a personalized bill review, please email us directly at waterbillquestions@tohowater.com.
- We're committed to reviewing bills that have been previously estimated within the last 6 months. Because this will take some time, we're starting with current bills having the largest change as well as requests for a personalized bill review. We will issue credits as appropriate.
- We'll be offering extra customer service hours in St. Cloud so you can review your bill directly with our team. We'll share dates soon.
- We are reviewing our technical processes and customer service training in an effort to prevent similar issues in the future and enhance how we resolve them when they do occur.
- We're also here to help you conserve water, which could also impact your bill. Our Conservation team offers free irrigation evaluations to help lower your usage and your bill.

I know this situation has been disruptive, and we're committed to resolving it as quickly as possible. Many of us live and work in this community, and we care deeply about providing you with reliable, accurate service. Thank you for your patience and for being a valued part of the Toho community.

Todd Swingle
CEO/Executive Director
Toho Water Authority