



## Additional measures being taken to avoid future billing errors

**Thursday, September 28, 2023 (Wetaskiwin, Alberta)** — Some Wetaskiwin residents saw errors on their July utility bills earlier this year and steps are now in place to ensure the issue does not repeat itself.

"Peace Hills Utilities appreciates your patience as we worked through this issue," said Sue Howard, president of Peace Hills Utilities Inc. "We have quality control processes in place to ensure this does not happen again. We deeply regret the impact this has had on our customers and are committed to dealing with each customer to help resolve this."

An [initial press release](#) from Peace Hills Utilities Inc. (PHUI) published on Friday, August 18, attempted to bring clarity to the issue. Utilities bills mailed to customers for the July billing cycle contained actual readings which correctly balanced estimated amounts from May and June's billings for all customers. Bills sent out for May and June were based on water usage estimates instead of the actual meter reads; there was an issue importing water meter data for the months of May and June, leading to estimates being used instead of actuals. For some, these estimates were under their actual rate of consumption, meaning the difference was later included in their July bill, causing higher-than-average bills for some residents. For others, these estimates were over their actual rate of consumption, causing lower-than-average bills for some residents. The error occurred when the increased July 2023 rates were implemented on the over or underestimated consumption amounts.

To rectify this issue, PHUI issued credits and charges calculated at the old water rate where applicable to the August bill mailed out on or before Monday, September 16.

Additional safeguards have been put in place in an effort to reduce the possibility of future errors including:

- Identification of any potential missed process steps that might have contributed to this incident.
- Implementation of two-step quality control process for reviewing information prior to bills being sent out to customers. All "no reads" will be closely reviewed to determine if the meter is dead or there are other issues.
- Frequent reviews of utility billing processes and procedures and the addition of quality checkpoints for future billing cycles.
- Ensure more frequent communication with Aquatera to identify potential future issues through regular meetings and cross-training.

Residents with questions or concerns about their utility bills are asked to email [utilities@wetaskiwin.ca](mailto:utilities@wetaskiwin.ca) or call 780.361.4453.

### About the Peace Hills Utilities Inc.

Peace Hills Utilities Inc. is a municipally-controlled corporation (MCC) providing Wetaskiwinites with water and wastewater services. The MCC partnership is comprised of the [City of Wetaskiwin](#), [Aquatera Utilities Inc.](#), and [Graham](#) — coming together to develop a service delivery structure that meets the following core objectives of balanced budgets, City representation, and expertise. For more information about Peace Hills Utilities Inc., visit [wetaskiwin.ca/peacehillsutilities](http://wetaskiwin.ca/peacehillsutilities).





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