



WATER MANAGEMENT

CITY OF DURHAM

August 2, 2026

NAME
ADDRESS
DURHAM, NC

RE: BACK BILLING RESOLUTION

Dear Valued Customer:

As you know, a few months ago we made a series of mistakes. We'd like to explain how this happened and what we're doing to fix it. In July of 2019, we learned that about 3,000 water customers had meters that weren't working or were missed during regular monthly readings. Those customers were getting estimated bills each month. Utilities often use estimates to continue billing when meter readings are missed. You are one of about 600 customers whose bills were estimated for too long. If you received a back bill without warning, you have every right to feel frustrated, surprised, and upset.

We know you will have questions, and we have tried to answer them in the FAQs included with this notice.

Now that we've worked through the issue, we have verified that your account used more water than we charged you for during this time. Since we are responsible for this billing mistake, we are limiting back bill charges to six months. The amount you owe will appear on your next water and sewer bill, which you should receive in the next seven to ten days.

We know these charges can be a financial worry so please contact us if you would like to set up a payment plan. You can reach our Customer Billing staff through Durham One Call at 919-560-1200. For residential customers, the City's Water Hardship Fund provides assistance for those who need help paying their water and sewer bills. The Durham County Department of Social Services (DSS) handles the fund for the City. You can call DSS at 919-560-8000 for more information. There are other agencies that provide financial assistance as well. You may contact Durham One Call for a list of those agencies.

Thank you for sharing your concerns with us over these past few months. We value our customers. We're listening to you, learning from our mistakes, and will continue to strive to do our best work for the City and people of Durham.

Best Regards,

Customer & Billing Services