

Marion Water Company  
P.O. Box 2043  
Buckley, WA 98321



1/15/2025

RE: Important Update on Billing System Conversion

Thank you for your continued patience as we work with our vendor to implement the new billing system. Due to challenges encountered during the account conversion process, we have temporarily paused the transition.

To ensure billing continuity, we have reactivated our previous billing system. As part of this adjustment, we will be issuing two back-to-back invoices with the total amount due on March 15, 2025. This timeline allows sufficient time for payments to be submitted.

Please note the following temporary billing schedule:

1. **January 15, 2025** – MWC will issue a delayed invoice due on February 15, 2025, covering water usage for September and October.
2. **February 15, 2025** – MWC will issue a delayed invoice due on March 15, 2025, covering water usage for November and December.
3. **March 15, 2025** – MWC will issue a current invoice due on April 15, 2025, covering water usage for January and February.

After completing the March billing cycle, all accounts will be up to date. The old billing system will remain active for processing payments during this period. **Please note that if you previously set up autopayments in the new billing system, those are no longer valid. Payments should be made using the old billing system or by mail.**

Between now and March 2025, we will continue working closely with our vendor to ensure a seamless transition. Our anticipated live date for the new billing system will be March 15, 2025.

We greatly appreciate your patience and understanding as we work to enhance our billing processes.

Best,

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