



## CITY OF MANASSAS PARK

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October 20, 2020

To our Residents and the Manassas Park Community,

The City is aware that several Water and Sewer Customers, 26 total (residential and commercial), have received water bills that may show an incorrect amount - that is significantly higher than normal. This is due to a translation error in the reporting software and the meter. The Treasurer's Office, in conjunction with City Staff, are working diligently to rectify these discrepancies. These steps include, but are not limited to, working with the financial software program manager, contacting residents, and resending correct bills to those impacted.

If your water bill is significantly higher than the monthly average to the point where it is clearly an error, please contact the Treasurer's Office at [water.billing@manassasparkva.gov](mailto:water.billing@manassasparkva.gov). We apologize for this inconvenience.

City of Manassas Park