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September 1, 2023

Many customers may notice an adjustment to their September 1, 2023 bill due to the August estimation process. Because the computer estimate uses historic information and doesn't know about weather changes, vacations, new EV's or pools, and other human-caused changes in electric usage, many bills were estimated lower than actual grid energy used, and the excess generation received was over-estimated. For the September billing, LID staff made true up entries to those accounts that were flagged as "out of range" by the computer software. What this means is, you may have had a lower August bill and a higher September bill, but the overall usage as of the September bill is an accurate reflection of the usage over the two months. Think of it as though you have a 5-gallon bucket of water, and you pour two gallons into a second bucket and three gallons into a third bucket. Even though the second and third bucket are not holding equal shares, the combination of the two equals the original five gallons.

While we do not like to have to rely on the estimation process, it is a valuable tool to have in situations such as this one, where the fiber upgrade project interfered with our ability to read all meters for the August billing. The meters were fine, it was just that our communication to read the meters remotely was unavailable for some areas and now that we have the ability to communicate with them through our more reliable fiber communication, we are now able to go back and "true up" the usage so the amounts contained in the two "buckets" in the example above is accurately documented.

Not every bill was adjusted, those that were fairly accurate were allowed to just true up with the September billing read and automatically got back on track. So if you noticed a major difference there is a chance that one of your "buckets" may have had a little more in it or a little less, but the third "bucket" reading made the overall amount in the "buckets" accurate.

If you still have questions, please let us know, we want our customers to know that we strive to not disrupt your billing and realize that some customers may need a little extra time to take care of the unexpected higher September bill. Since the hottest months usually mean higher bills because of the increase energy use for air conditioning, the combination may cause a hardship. If this is the case for you, please let our staff know and we will work with you to make a plan that works within your budget.

