



DR. R. GRIFF GORDY
Mayor Pro Tem / At Large

STEVE BAILEY
Councilmember District 1

EDDIE N. LOWE
Mayor

VICKEY F. CARTER
Councilmember District 2

ARTHUR L. DAY, JR.
Councilmember District 3

WALLACE B. HUNTER, City Manager
SHANNON DAVIS, City Clerk
JOHN SPRAGGINS, Utilities Director

Thank you for being a Phenix City Utilities Customer!

Sewage Rates

On March 1, 2024, in accordance with the City's ordinance, your sewer customer charge increased to \$21.25 for standard sewer service and \$42.75 for commercial and industrial accounts. Phenix City Utilities appreciates your understanding that these increases are necessary to meet the increased operational costs.

Water Usage

Due to a systematic failure of water meter registers manufactured by Master Meter, our automated system has been unable to remotely read the meters as designed. Phenix City Utilities is currently auditing the water accounts to identify accounts with faulty registers and/or antennas and has been replacing these meters, registers and/or antennas throughout the city. Once the registers are replaced, the actual and correct usage from the meter is recorded. These verified readings may result in some accounts having a higher or lower than normal balance due to the previous estimations being lower or higher than actual usage. The department apologizes for this inconvenience and is working hard to correct the problem.

- In 2021, the City of Phenix City filed suit against the meter and register manufacturer, Master Meter, and the company that supplied the equipment, Empire Pipe. The litigation is pending in the Circuit of Russell County, *City of Phenix City v. Master Meter, Inc. and Empire Pipe & Supply Company, Inc.*, 57-CV-21-900077.