

# *Kalamazoo Lake Sewer and Water Authority*



P.O. Box 789, Saugatuck, Michigan 49453  
Telephone (269) 857-2709  
Fax (269) 857-1565

To all KLSWA customers:

If you receive a postcard style billing statement from the KLSWA, you may have noticed an error in the date printed on your most current bill sent May 15, 2025. Please disregard the postcard style bill statement you received in May 2025. We erroneously re-issued duplicates of the **May 15, 2024** bill statements to customers who receive the postcard style bill. Customers who receive an e-bill via email received their correct bill statement on May 15, 2025 which reflects April 2025.

What is the effect for our customers:

- For all customers enrolled in auto-pay. We will **not automatically deduct** KLSWA account balances (the bill) from checking accounts **on June 1, 2025**. This prevents the KLSWA from deducting automatic payments for balances which differ from those printed on the postcard style bill statements sent in May 2025.
  - For all customers who are enrolled in auto-pay, we will not be performing an auto-deduct from your account. If you would like to make a manual payment, please call our office for the current amount due. You may then pay that amount by June 10, 2025. If you choose not make a manual payment by June 10, 2025, the forthcoming June 15, 2025 bill statement will reflect a "Previous Balance" (line-item code: 00). The forthcoming June 15, 2025 bill statement will reflect the sum of both April and May 2025 billing less any amount paid from previous bill.
  - The amount listed on your June 15, 2025 bill statement will be automatically be deducted from your account on file approximately two weeks after its issuance, on or around July 1, 2025.
- We will **not be assessing penalties on June 11, 2025 for all customers** due to the May 15, 2025 mistaken post card style bill statement.
  - On June 15, 2025, any customer who has not submitted a payment will receive a sum-total bill statement for usage and base fees accrued during the months of April and May 2025.
  - On July 1, 2025, we will automatically deduct the stated balance listed on the June 15, 2025 bill for customers who are enrolled in auto-pay.
  - On July 10, 2025, all payments are due.
  - On July 11, 2025, we will assess penalties for accounts that are not current.
- For those customers who receive an e-bill: your May 15, 2025 bill statement is accurate and you may choose to make a manual payment in June, however, you cannot make a payment via the auto-pay method.

We apologize for any inconvenience this may have caused and we appreciate your understanding and patience.

If you have any questions or concerns, please don't hesitate to contact our office at (269) 857-2709 or email us at [klswa@klswa.com](mailto:klswa@klswa.com).

Thank you,  
Kalamazoo Lake Sewer & Water Authority