

Dear Valued Customer,

The Kalamazoo Lake Sewer & Water Authority (KLSWA) is currently transitioning to a new Authority Administrator and implementing improvements to internal operations. As part of this transition, and to ensure billing accuracy, monthly water bills for January 2026 usage will not be issued in February.

Instead, January and February 2026 water usage will be combined into a single bill. The combined invoice is expected to be mailed on or around March 16, 2026.

This temporary adjustment affects billing only. Water quality, system operations, and the Authority's ability to provide safe, reliable drinking water remain unchanged. KLSWA continues to operate normally and remains committed to the highest standards of public health and environmental compliance.

We appreciate your patience during this brief administrative transition. If you have any questions, please contact our office for assistance.

Thank you for your understanding and continued cooperation.

Kalamazoo Lake Sewer & Water Authority