



Supply Prices and Sales Tax for Gas Accounts

In the process of making a system upgrade, supply prices and sales tax on a population of gas accounts were inadvertently changed. We have been working to identify the issue and impacted population of accounts, which we have just completed. We are finalizing the update for all of the proper prices and sales tax values.

The system upgrade affected any bills generated between October 28, 2021 through December 7, 2021. Now that the problem is resolved, we will begin adjusting the incorrect supply bills. We expect the entire process to be complete within the month of January 2022 and we will send another newsletter if the timeline changes.

We apologize for the inconvenience this may have caused.