



City of Inkster

26215 Trowbridge
Inkster, MI 48141
313-563.4236

Message to Residents - Social Media Posts

Important Update Regarding Your Utility Bill

We know that receiving an incorrect utility bill, especially one with a higher-than-expected balance, is frustrating and confusing. We sincerely apologize for the billing errors you may have experienced in recent months.

What Is Causing the Issue? These errors are *not* due to faulty new water meters, which are working reliably and are 70% installed across the city. Instead, the issue stems from an error during the migration of previous account data into our billing system. This data transfer error has caused incorrect readings and balances to appear on some recent bills mailed to you.

Our Solution: We are actively working to correctly configure every single account in the new system. We expect this full data migration and correction process to be completed within the coming weeks. Once complete, this will permanently solve the issue of inaccurate balances and errors in the timeliness of your mailed bill.

We will continue to monitor accounts monthly to find any and all errors that may exist.

Next Steps for Your Bill: To ensure everyone is billed accurately for the period of June through September, bills will be due December 31, 2025. This will allow us the time to apply the correct meter readings and balances to your account. We have suspended late fees related to these bills until the corrected statement is issued. If you received an inaccurate water bill, do not pay that bill until we correct the meter readings and balances on your account.

Our goal is to improve our water infrastructure and provide you with better service, not cause you stress. We are thankful for your patience as we work diligently to resolve this issue and improve the city's water infrastructure.

Mayor Byron H. Nolen