



Formerly AMPS/ELEMCO, Inc.

**November 15, 2023**

Dear Resident,

We understand that you may have had concerns about your recent electric bill and we sincerely apologize for any inconvenience this may have caused.

While transitioning into an updated billing software platform, the multiplier that is utilized in calculating rates and bills did not properly update, therefore resulting in a miscalculation for 2 months of billing. We want to assure you that the next billing invoice you receive will reflect a recalculation, as well as any credits, based on the proper methodology and that we have taken the necessary steps internally to ensure this does not occur in the future.

Our goal is to ensure your satisfaction and provide the support you need and appreciate your patience as we researched and rectified this issue.

Sincerely,

*James Bradley*

James Bradley  
Director, US Customer Operations  
Metergy Solutions  
Formerly AMPS\ELEMCO, Inc.

30-30 47th Ave, Suite 540, Long Island City, NY 11101



[metergysolutions.com](http://metergysolutions.com)