



PUBLIC NOTICE

NOTICE TO CUSTOMERS REGARDING DELINQUENT ACCOUNTS

During the Covid 19 pandemic, a moratorium was enacted to assist those with hardships by allowing customers to use utility services without interruption. In mid-2021, the moratorium was lifted, and since that time the City has been working with customers to recover outstanding past-due amounts, so that their utility account could be placed on current status. Two years later, the City is still dealing with many customers with outstanding past-due amounts and delinquent accounts. Because the City has afforded such customers ample opportunity to bring their accounts current, and because the City can no longer afford to provide utilities service to customers with large, unpaid past-due accounts, **it has been decided to proceed with a utility disconnection, beginning on May 30th, for utility accounts that are over three (3) months past-due and have one thousand dollars or more in outstanding past-due charges.**

If your account is over three (3) months past due and has one thousand dollars or more in outstanding past-due charges, **you may avoid disconnection of utility services by paying your outstanding past-due charges on or before May 26th, 2023. If you are unable to pay your outstanding past-due charges on or before May 26th, 2023, you may avoid disconnection only if you enter into an approved payment plan with the City's Customer Service Department on or before May 26th, 2023.**

Please be aware that if your service is disconnected, you will be required to pay the entire balance due on your account, plus an additional reconnection fee of \$60.00, to have your utilities restored.

If you have questions, please contact Customer Service at (505) 863-1201.