# “Utility Name”

Address:

**Contact:**

Phone: E-mail:

Website: Twitter:

Facebook:

Date:

FOR IMMEDIATE RELEASE

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**“Your Utility Name” TO RESUME DISCONNECTS FOR NON-PAYMENT**

**“Your Utility Name”** will resume normal disconnect practices on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ . Current balances will be subject to disconnect on bills with a due date on or after \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. The coronavirus pandemic has created financial hardship for many of our customers. To assist our residential customers, we will automatically set up pay arrangements for past due balances.

Past due balances will be evenly split into monthly installments according to the following:

|  |  |
| --- | --- |
| **Past Due Balance** | **Pay Arrangement** |
| **Up to $200** | **6 month** |
| **$200 - $500** | **9 month** |
| **$500 - $1,000** | **12 month** |
| **More than $1,000** | **15 month** |

Residential customers are not required to call the office to request an arrangement. If you have a past due balance, please watch your mail for a letter from **“Your Utility Name”**  explaining your pay arrangement. Customers are welcome to pay the balance in full if an extension is not needed. If customers need more time to spread out payments, they can call the office at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to discuss payment options.

After suspending disconnects and late fees, **“Your Utility Name”**  has accumulated more than \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ dollars in past due balances and waived more than \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ dollars in late fees. Late fees will be reinstated on commercial accounts in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and on residential accounts in \_\_\_\_\_\_\_\_\_\_\_\_\_\_.