

[Letterhead]

[Date]

Dear Customer:

It is evident the Coronavirus pandemic has been an unusual and difficult time for all of us. Throughout this time we have continued to strive to offer quality services to our customers. However, there are costs involved in ensuring access to safe drinking water and sanitary conditions. We have continued to incur those costs in order that service would not be disrupted or compromised. **As responsible utility stewards, we must require any delinquent accounts be brought current.** Any Past-due amounts on your most recent bill are due now.

**To help make repayment more manageable, our office is offering Delinquent account holders an Installment Payment Plan (IPP).** The IPP requires [3] equal Installment payments to reconcile your Past-due amount, in addition to your regular monthly bill. Late Fees will not be assessed on the original Past-due amount if IPP payments are made on or before their IPP due date. Late Fees will apply to all monthly bills after [effective date], or to any late IPP payments.

**If you do not choose to use an Installment Payment Plan, you must pay the entire Past-due amount on your bill now to avoid assessing Late Fees.** We will return to our original [your Service Termination Policy] for unpaid delinquent accounts not entered into an IPP, or for those accounts in violation of their IPP. Customers will be notified of service termination as they have in the past, and a fee of [\$0.00] will be required to re-connect service.

**Please contact our office by [date] to arrange an Installment Payment Plan.** We are open [Monday – Friday] from [8am – 4pm]. A signed Installment Payment Plan Agreement will be required.

Thank you for your continued commitment to your utility system.

Kind regards,

*Note: in [brackets] enter your specific information and place on your letterhead*