

TOWN LETTER HEAD
COVID PAYMENT AGREEMENT LETTER

August 18, 2020

To help customers maintain utility services, the Town of Anywhere Municipal Utilities is offering a payment plan to assist those customers that have experienced a financial hardship as a result of the COVID-19 public health emergency. Please note that Executive Order 2020-33 will expire after August 14, 2020, and delinquent utility accounts will then be eligible for termination of service on Tuesday, September 8, 2020.

- The COVID-19 Payment Plan agreement for 6 months payback is included with this letter.
- This payment plan offer will only be extended to you at this time and will not be available at a later date.
- Failure to make the full agreed payment will result in disconnection of service.
- If your service goes to a disconnect status, your account must be paid in full along with a \$50.00 reconnect fee and a deposit may be required before utility services can be restored.
- Defaulted payment plans cannot be reinstated.
- You will continue to receive monthly delinquent notices until your account is back to current status. As long as you have been keeping up with the prescribed agreed payments you can disregard the disconnect notices and utility services will continue.

If you would like to participate in the payment plan:

- You must sign and return the agreement to the Town Hall by **NO LATER THAN 3:30 pm on FRIDAY, SEPTEMBER 4, 2020.**
- You must make all specified payments by the due dates listed. There will be NO EXCEPTIONS to the due dates. There is no grace period following the due dates.

Remember, to take advantage of the repayment plan option, your signed agreement **MUST BE IN OUR OFFICE** no later than Friday, September 4, by 3:30 pm.

If you have any questions concerning this agreement or the requirements of it, please call xxx-xxxx.

Signature for Utility

Printed title of one authorized to sign