

# CITY OF ERIE

OFFICE OF THE CITY CLERK

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February 7, 2023

To Whom it May Concern:

We have been reviewing accounts and have noticed that several are considerably past due. We know that the past several months has been tough on everyone, with changes in our office as well as the changes to the world. We have been lax on disconnects the past several months. However, we need to get everyone caught up and back on track with their bills. The longer we allow bills to "pile up" the higher the bill will get and the more plenty the customers will have to pay. We do not want that. We will start implementing a new disconnect policy. This policy will take affect as of the receipt of this letter.

**City of Erie delinquent utility payment policy:**

Utility bills are due by the 30<sup>th</sup> of each month. If not paid by the 30<sup>th</sup> (not the 31<sup>st</sup>), late charges are assessed, and a delinquent notice is sent out. If you do not pay by the date indicated on the delinquent notice, your utilities will be shut off after 10 am on the next business day. To get your utilities back on, you will have to pay the entire amount due PLUS a \$50.00 re-connect fee.

We do understand that things do come up and your unable to pay the bill by due dates, so we will be offering extensions. The way an extension will work is: You must come into our office BEFORE the 10<sup>th</sup> of the month and fill out an extension. At the time of filling out the extension, you will be required to pay 25% of the amount due and sign the agreement. The agreement will need to be paid in full by the 25<sup>th</sup> of the month. If you fail to pay the agreement as signed. Your service will be disconnected with no further notice, and you will be required to pay all the past due and the \$50.00 re-connect fee to get turned back on. If your service is shut off due to failure to pay by agreement date you will not be allowed to sign an agreement for 6 months.

We are certainly willing to work with anyone. Please call our office or email us with any questions.

Sincerely,



Jamie Janssen  
City Clerk