

August 18, 2020

[customer name]
[mailing address]
[city, state zip]

Account Number: [account no.]
Security Code: [security code]
Past Due Amount: \${amount}
Due Date: September 30, 2020

SUBJECT: **Utility Account Past Due Notice**
Service Address: [utility service address]

Dear [customer name]:

We understand customers may have been financially impacted by the COVID-19 pandemic making it difficult to pay utility bills. In response to the pandemic, on March 13, 2020, the City temporarily suspended water service shutoff and referral to collections for nonpayment.

While the City of Salem did not shutoff water services, customers remain responsible for utility bills, accounts with past due balances received late notices, and past due amounts continued to show on utility invoices.

Our records show the City of Salem utility account listed above is past due in the amount of \${amount}. Any past due amount remaining on your account as of September 30, 2020, will be set up on a 12-month payment plan billed through City of Salem Finance. **No fees or interest will be charged for the duration of the 12-month payment plan and the amount will not be reported to credit rating agencies.** The 12-month payment plan will be billed separately from your City of Salem utility bill.

Please note the past due amount listed above may change if we've recently received a payment, if charges are added, and/or additional bills go past due.

If you need help paying the past due balance, and are income qualified, additional assistance is available to eligible residential customers including:

- **Emergency Utility Assistance Program.** Short-term payment assistance for residential accounts. Eligible households may receive up to \$500 towards past due utility bills through July 31, 2020.
- **Utility Rate Relief Program.** Monthly discount for residential accounts for qualifying elderly or disabled customers.

We hope your situation has changed and we look forward to continuing to serve you, as we have through these challenging and uncertain times. Please contact us at 503-588-6099 for more information regarding these programs or if you are unable to pay your utility bill or past due balance.

Sincerely,

Customer Services Utility Billing