

December 26, 2019

Customer Facing

“Keeping You Informed”

Dear Customer,

The City will make the following changes concerning the cut-off date that falls on a Friday, Saturday, or Sunday of a month:

- 1. The billing invoice will be changed to remind you of the City's procedures when the cut-off date falls on a Friday, Saturday, or Sundays.*
- 2. When the cut-off date falls on a Friday, cut-off will occur on the Thursday before the Friday cut-out date. (Cut-off on Thursday helps to avoid customer being without power over the weekend.)*
- 3. When the cut-off date falls on a Saturday or Sunday, cut-off will occur on Monday.*
- 4. In 2020, Cycle 2 the cut-off date- 13th of the month-occurs on a Friday in March and November.*
- 5. In 2020 Cycle 2 the cut-off date-13th of the month-occurs on a Saturday or Sunday in June, September, and December.*
- 6. In 2020, Cycle 1 the cut-off date-28th of the month-occurs on a Friday in February and August.*
- 7. In 2020 Cycle 1 the cut-off date-28th of the month-occurs on a Saturday or Sunday in March, June, and November.*
- 8. After the cut-off date, your services will be subject to cut-off at any time.*

Thank you for being a valued customer!

Have a Safe and Happy New Year

Ann Sherman

Director Human Resources / Risk Management

