

COMMUNITY RELEASE:



Customer Facing “Keeping You Informed”

Important information on the City of Quincy Cut-off Schedule and additional features to assist Utility Bill Customers



The City will make the following changes and adhere to the Cut-off schedule as depicted below. This schedule has been designed and is provided as a convenience for you. Remember there are two cycles:

- Cycle I - Cut- off is the 28th
- Cycle II - Cut-off is the 13th

Effective January1, 2021 When the cut-off date falls on a Friday, Cut-off will occur on the Thursday before the Friday cut-out date. When the cut-off date falls on a Saturday or Sunday, cut-off will occur on the Monday after the cut-off date. After the cut-off date your service will be subject to cut-off at any time.

The City has implemented additional features to assist customers, improve services and options as follows:

- We added additional personnel on cut-off day to help restore power to those customers whose services were disconnected.
- We have implemented a plan to allow those customers who are paid monthly to pay on the 1st of the month without penalty (documentation of pay period required).
- Dropbox and Point and Pay payments are subject to penalty after 5:00PM on the date the bill is due; however, coupon payment credit when available will be credited up to midnight on the date before the coupon expires.

Thank you for being a valued customer!

Ann Sherman

Human Resources/Risk Management Director

CITY OF QUINCY

CUT-OFF DATES TO REMEMBER

EFFECTIVE JANUARY 2021

CYCLE	January	February	March	April	May	June
1	Thursday 28 th	—	Monday 1 st & 29 th	Wednesday 28 th	Thursday 27 th	Monday 28 th
2	Wednesday 13 th	Monday 15 th	Monday 15 th	Tuesday 13 th	Thursday 13 th	Monday 14 th

CYCLE	July	August	September	October	November	December
1	Wednesday 28 th	Monday 30 th	Tuesday 28 th	Thursday 28 th	Monday 29 th	Tuesday 28 th
2	Tuesday 13 th	Thursday 12 th	Monday 13 th	Wednesday 13 th	Monday 15 th	Monday 13 th