



P. O. BOX 1530 • 112 N. PARRISH AVENUE • ADEL, GEORGIA 31620 • TELEPHONE (229) 896-4504

April 14, 2023

Dear Customer,

First of all, thank you for your patience and cooperation during the City of Adel's conversion to a new software provider. This has been a monumental task from the very beginning.

As of this month, your April bill is being sent out at the normal time. We are caught up to the current billing month and you will now begin receiving one bill per month. We will also be moving back to our normal billing and payment processes. For your billing cycle, this will mean that **your bill will be due on the 25th day of the month and scheduled for disconnection 10 days after the due date.**

For customers that have a prior balance outstanding, we will be transitioning to a 24 month payment plan on that outstanding balance that will be added to your current bill in the near future. In the meantime, it is imperative that you pay the amount due for the current billing month to avoid disconnection of services.

So that you are aware, we are also working towards a \$400 credit being applied to eligible accounts. The \$400 will be applied against any past due billings first, with any remaining amount to be credited against your current bill. You will be receiving additional information on this credit at a later date.

Once again, thank you. You are a valued customer and we appreciate your support and understanding. Please feel free to give us a call at 229-896-4504 if you have any questions.

Sincerely,

The City of Adel