**SAMPLE LETTER**

**DATE

CUSTOMER NAME
CUSTOMER ADDRESS
CUSTOMER CITY, CUSTOMER STATE, CUSTOMER ZIP CODE
Account Number: $ACCOUNT NO

Dear CUSTOMER NAME**:

**(NAME OF YOUR UTILITY)** will resume normal disconnect practices on **November XX**. Current balances will be subject to disconnect on bills with a Due Date on or after November 6. The coronavirus pandemic has created financial hardship for many of our customers, and we want to help you as much as possible.

As of today, your past due balance is **$PAST DUE BALANCE**. You are welcome to pay the balance in full if an extension is not needed; however, we will automatically split your past due balance into **$ XX** over **NO OF INSTALLMENTS**. Your installments will begin next month. When you receive your next bill, you will be responsible for paying the current charges plus **INSTALLMENT FEE** for your COVID19 Payment Arrangement. After **$NO OF INSTALLMENTS** months, your past due balance should be paid in full.

Many people are experiencing challenges stemming from the COVID-19 pandemic. Depending upon your particular circumstances, assistance may be available. **YOUR UTILITY NAME** established a Community Care Fund, we encourage you to contact them at **TELEPHONE NUMBER** for financial assistance. You may also contact Community Action at **TELEPHONE NUMBER** and United Way at **TELEPHONE NUMBER.**

If you have questions about your account, please call us at **YOUR UTILITY PHONE NUMBER**. We know this is a stressful time, and we will do our best to help.

Sincerely,

**YOUR CUSTOMER ACCOUNT SUPERVISOR'S NAME, TELEPHONE AND EMAIL**