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J. Doug Huffman

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## UTILITY BILL PAYMENT PLAN

### For Customers Who Cannot Pay the Full Balance of March – May, 2020 Utility Bills Should Set Up a Payment Plan by June 12, 2020

The Town of Dallas has important information for residential utility customers about paying their utility accounts. The Town provides utilities including electric, water, and sewer to citizens of Dallas and customers in surrounding areas. As the COVID-19 crisis began impacting people the Town of Dallas, and many other utility providers, suspended service disconnections and will continue to do so through May 31, 2020.

**The Town of Dallas reminds utility customers that they are responsible for paying their utility bills incurred during this time.**

The Town urges utility customers to continue making payment on their utility accounts to avoid accumulating large balances, even if they cannot pay their accounts in full. **Utility account balances will not be forgiven** – the payments are only being deferred at this time. Customers who are having trouble paying their utility bills in full should pay as much as they can each month.

The Town of Dallas will work with residential utility customers who have not been able to make payments to develop payment plans for their accounts. Utility customers will have six (6) months—through November 30, 2020—to pay their past due balances in full. The Town will resume disconnecting service and charging processing and late fees on unpaid balances beginning June 1, 2020, **unless a payment arrangement has been signed.** Once a customer has signed a payment plan, their utility service will be subject to penalty and disconnection if the payment plan is not followed.

To set up a payment plan, or ask questions about your bill, please call the Town of Dallas' Billing Department at 704-922-3176, ext. 224.