

City of Cynthiana

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Date: 10/22/2020

FOR IMMEDIATE RELEASE

**City of Cynthiana Water Department
TO RESUME DISCONNECTS FOR NON-PAYMENT**

City of Cynthiana will resume normal disconnect practices on November 6, 2020. Current balances will be subject to disconnect on bills with a due date on or after December 25, 2020. The coronavirus pandemic has created financial hardship for many of our customers. To assist our residential customers, we will automatically set up payment arrangements for past due balances.

Past due balances will be evenly split into monthly installments according to the following:

<u>Past Due Balance</u>	<u>Pay Arrangement</u>
Up to \$200	6 months
\$200 - \$500	9 months
Over \$500	12 months

Residential customers are not required to call the office to request an arrangement. If you have a past due balance, please watch your mail for a letter from **City of Cynthiana** explaining your pay arrangement. Customers are welcome to pay the balance in full if an extension is not needed. If customers need more time to spread out payments, they can call the office at (859)234-7152 to discuss payment options.

After suspending disconnects and late fees, **City of Cynthiana** has accumulated more than \$35,000 dollars in past due balances and waived more than \$19,500 dollars in late fees. Late fees will be reinstated on January 2021.
