



NOTICE OF CHANGE TO UTILITY BILLING PROCESS

Per Sumas ordinance #1813, beginning April 2024 – delinquent accounts will receive a \$5 penalty on the last business day of the month, and the Late Notice mailer will be the only notice distributed before utility shut-offs. There will no longer be a hang tag hung on the door 24 hours before shut-offs.

Here's what can be expected:

- Bills will still always be due on the 25th of each month.
- A Late Notice will go out as of 11 AM on the 26th of each month (or the next business day) to any delinquent accounts.
- Any accounts still delinquent as of 11 AM on the last business day of the month, will receive a \$5 penalty added to the account.
- If any accounts are still delinquent as of 11 AM on the second Tuesday after the penalty date, the utilities will be shut off. Hang tags will no longer be hung on the door the day before as a reminder.
- Service will be restored after the delinquent amount, late fee, and a reconnect fee are paid in full.