

Mayor
Robin R. Boyd
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Council Members
Thomas R Chacon, Sr.
Curtis Hardy
Judy Howell
Marshall Losey
Bob Schlesinger
Harold Soehner

Discover Winslow-A City in Motion

May 15, 2017

To our valued utilities customers:

As you recall, last August a request came to City Council to change the due date for utility payments to the first of every month. The rationale was to reduce the number of customers with late payments, mainly for those who get a pay check toward the beginning of the month.

The change to the due date took effect in October 2016 and required many hours of reprogramming the accounting and billing software. Despite all these efforts, the change created much confusion for many customers and our office received many complaints. This prompted an in-depth analysis of customers' accounts and payment history. We found that the same customers who were late before the change continued to be habitually late even after the change. We also found that the confusion created by the change in the due date, has now caused other customers to have missed the new deadline and landed on the past due list.

The findings were conclusive and lead to having to revert back to the old deadlines for utility payments, that is, the 21st of every month. Accordingly, utility bills mailed toward the end of June will have a due date of July 21, 2017. Of course, payment can be remitted upon receipt of the utility bill or any time before the due date.

We apologize for any inconvenience this may have caused you.

Yours sincerely,

A handwritten signature in blue ink, appearing to read "E. Jouen", is written over a light blue horizontal line.

Elias Jouen
Finance Director