



Utility Service Penalties and Disconnection Update

To: John Doe
1234 Delinquent St.
McCordsville, IN 46055

Beginning in March of this year, the Town of McCordsville Utility Department temporarily waived late payment penalties and service disconnections for non-payment due to the COVID-19 public health crisis. Following the August 14, 2020 expiration of the Governor's Executive Order, we will resume penalty and disconnection procedures.

In order to assist our customers who have experienced financial hardship due to this health crisis, the Town of McCordsville Utility Department has devised a 6-month installment plan. Customers who prefer not to be enrolled in the plan must have a \$0 balance prior to their September billing date or contact the Utility Department, 317-335-1044.

All residential customers with an outstanding balance of more than two months in sewer (when applicable), stormwater, and trash on their September billing date will automatically be enrolled in a 6-month installment program. The installment amount will be determined by dividing the outstanding balance into 6 payments. Customers will need to pay their current monthly balance along with installment payment each month or they will be subject to disconnection/lien procedures. Customers with questions about their past due accounts should contact the utility office, 317-335-1044.

Installment plan example:

As of September 1, 2020, John Doe has an outstanding balance of \$275.86. This amount is then divided into 6 payments of \$45.98 each. John Doe will need to pay the current installment as well as the current monthly balance each month to avoid disconnection.

Current balance:	\$70.67
Installment #1:	\$45.98
Total Amount Due:	\$116.65

Thank you,

Stephanie Crider
Utility Department Supervisor
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317-335-1044