



WATER DEPARTMENT

1 City Hall Plaza ▪ Ellsworth, ME 04605-1942
Phone (207) 667-8632 ▪ Fax (207) 667-4908
akucharski@ellsworthmaine.gov

Maine PUC Docket No. 2020-00081

October 06, 2020

NOTICE OF RESUMPTION OF DISCONNECTION ACTIVITIES

Dear Customer:

The purpose of this notice is to inform you that we intend to initiate credit and collection procedures that include the issuance of disconnection notices on November 1, 2020 and the potential disconnection of services sometime thereafter. If you have a past due account balance, we encourage you to contact us at 207-667-8632 to establish a reasonable payment arrangement. Please note that we are required by Maine Public Utilities Commission (MPUC) rules to offer you a reasonable payment arrangement on your past due account balance and if we cannot agree on an arrangement, you have the right to seek assistance from the Consumer Assistance and Safety Division (CASD) of the MPUC. You can reach the CASD at (800) 452-4699 or at CASD.PUC@maine.gov.

We also wish to inform you that if you agree to a payment arrangement for your past due account balance, we will waive the assessment of late payment fees on your past due balance so long as you abide by the terms of the payment arrangement. To take advantage of this offer, you must contact us before December 31, 2020 to establish a payment arrangement by that date.

If you are having difficulty paying your utility bills, you may be eligible for financial assistance. You can learn what financial assistance is available by calling 211 and requesting a list of assistance agencies near you or by visiting their website at www.211maine.org and entering your town name.

If you have any questions or concerns, or would like to setup a payment arrangement please call the office at (207) 667-8632.

Thank you,

Amanda Kucharski
Utilities Clerk
City of Ellsworth