**IMPORTANT ANNOUNCEMENT**

We want to inform our customers with past-due balances that our collections and disconnections program will be resuming.

* **June 16, 2023**, will be the final day the City of Lacey will accept payments for unpaid balances accrued *before February 1, 2023*. Immediately following the June 16th due date, balances accrued before February 1, 2023 will be sent to collections. Payments received after June 16th, will only be applied to balances accrued on or after February 1, 2023. After June 16th, you will need to resolve balances that have been sent to collections with the City’s contracted vendor, Grimm Collections.
* **July 10, 2023**, disconnections will begin for unpaid balances accrued in 2023, between February 1 through May 31st, (4 months).

**You are receiving this letter, because at this time, your account is showing a past-due balance.** To avoid collections or disconnection, your options include the following:

* Pay past-due balances as soon as possible.
* Payment Plans *are* available for balances accrued between *February 1, 2023 through May 31, 2023*.

(Payment plans are *not* available for balances accrued *before* February 1, 2023.)

Please note: Payment Plans *must* be established *before* July 10th, when disconnections begin. Payment Plans will *not* be offered in lieu of payment for reconnections. Terms for payment plans are as follows:

* + Billings during 2023 for the months of *February, March, April & May*, will be eligible for payment plans.
	+ Payment plans will be limited to a maximum of *6 months* in duration.
	+ All payments *must* include new billings *plus* the payment plan amount (past-due balance divided by 6).
	+ Payments must be***received*** by the due date on your bill. (Please be aware that electronic payments and payments through our automated phone system are not received the same day the payment is made.)
	+ Late, short, or missed payments will result in cancellation of the payment plan *and* disconnection of services until all past-due balances remaining on the account are paid in full.
	+ Paying ahead is appreciated, but will not eliminate the requirement to pay each month.

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**Need Assistance?**

**Community Action Council of Lewis, Mason & Thurston Counties (CAC) may be able to provide financial help.**

* To apply for assistance, contact CAC staff. The CAC oversees applications for distribution of funds for a variety of assistance grants and programs, including the Low-Income Home Water Assistance Program (LIHWAP) and the City of Lacey funds, both of which are directly related to residential water/sewer assistance.

For your convenience, the City of Lacey has partnered with CAC to have CAC staff in person at City Hall on the dates and times listed below to help you access these services more easily. The City of Lacey’s Utility Billing office will also have a supply of CAC assistance applications available for those who fall within the qualifying guidelines (see below). There may be other programs available through the CAC you may be eligible to receive. The CAC staff will also be able to provide in-person guidance concerning other services at City Hall on the below dates. The City’s top priority is to provide access to services and support that will prevent collections and/or disconnection of water service for our customers.

 **Qualifying Guidelines:**

|  |  |
| --- | --- |
| **Household Size** | **Monthly Income** |
| 1 | $ 1,699 |
| 2 | $ 2,289 |
| 3 | $ 2,879 |
| 4 | $ 3,469 |
| 5 | $ 4,059 |
| 6 | $ 4,649 |
| 7 | $ 5,239 |
| 8 | $ 5,829 |

 **Community Action Council Staff at City Hall (420 College St. SE)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Day** | **Date** | **Time** | **Room** |
| Thursday | May 4 |  9:00 – 4:30 | Community Room |
| Wednesday | May 10 |  9:00 – 4:30 | Executive Boardroom |
| Wednesday | May 17 |  9:00 – 4:30 | Executive Boardroom |
| Tuesday | May 23 | 12:30 – 4:30 | Executive Boardroom |
| Wednesday | May 31 |  9:00 – 4:30 | Executive Boardroom |
| Monday | June 5 |  9:00 – 4:30 | Community Room |
| Monday | June 12 |  9:00 – 4:30 | Executive Boardroom |
| Tuesday | June 20 |  9:00 – 4:30 | Executive Boardroom |
| Tuesday | June 27 |  9:00 – 4:30 | Community Room |
| Monday | July 3 |  9:00 – 4:30 | Community Room |

 If you are not available to meet with the CAC during the dates/times listed above, please contact the CAC *as soon as possible* to allow time to process your application. To contact the CAC directly, please call, **(360) 438-1100, *choose option 5 for Energy****. Voicemail is not available at this extension. If you cannot reach a CAC agent, please call back and press 0 for the operator to leave a message.* You may also send an email to, **info@caclmt.org.** Please be aware that City of Lacey staff are not able to accept or assist with your application process. Applications and questions must go to the CAC staff directly.

Please be aware that if service is disconnected due to late or missed payments, the full past-due balance remaining on the account and any related disconnection fees will be required prior to reconnection of service.

If you have any questions, please email the City of Lacey Utility Billing department at utilitybilling@ci.lacey.wa.us, or call (360) 491-5616. Due to high call volumes, wait times may be longer than usual.