

July 2, 2020

Dear Public Utilities Customer:

We are reaching out to inform you that your account with Salt Lake City Department of Public Utilities is past due and must be paid.

We know the lengthy COVID-19 pandemic continues to stress many people financially. Salt Lake City Mayor Erin Mendenhall has extended emergency action to suspend water service shutoffs for delinquent account holders through July 11, 2020. However, this is only a temporary suspension. We anticipate water service shutoffs for delinquent account holders will start again in August.

If economic hardship is preventing you from keeping your account current, our Customer Service team will work with you on a payment plan. Please contact us to establish that plan. You may reach us Monday through Friday, 8 a.m. to 5 p.m. at **801-483-6900**.

A payment plan comes with the expectation that you will pay the established amount each month. Otherwise, we must void the agreement and the entire balance must be paid.

Enclosed with this notice is a brochure on Project Water Assist. You may qualify for financial assistance through this program, which is administered by the Salt Lake City Salvation Army. The Salvation Army takes applications and screens candidates for qualification. Please contact the agency as directed in the brochure for additional information.

We also encourage you to visit our water conservation web page at <https://www.slc.gov/utilities/conservation/> for useful information that can help reduce your water use and costs. Our **free** Water Check program can assist you in establishing an effective and waterwise lawn watering system. Please visit <https://www.slc.gov/utilities/conservation/free-water-check/> for details on the program and registration information.

Thank you for your attention to this matter. To protect the public and our employees during the pandemic, our office is closed to in-person payments. Other payment methods include:

- Online at <https://www.slc.gov/utilities/pay-my-bill/>
- At our drive-up drop box on our building's north side (red fire hydrant)
- By telephone at 801-483-6900
- By mail addressed to (please include your account number on your check):
Salt Lake City Public Utilities
1530 S. West Temple
Salt Lake City, UT 84115

We are committed to providing you and our community with the highest-quality service. Please contact us immediately so we may work together in bringing your account current and in keeping it that way.

Si necesita ayuda en español, nuestro equipo de Servicio al Cliente puede ayudarle. Por favor llame al 801-483-6900 para soporte de traducción.

Sincerely,
Laura Briefer
Director
Salt Lake City Department of Public Utilities

