



CITY OF MASCOTTE UTILITY CUSTOMERS

The city's elected officials and staff are aware that many of you could face financial hardship over the next few months and your health and well-being is our primary concern. To help with those concerns we are implementing the following changes for your city utility bill for April and May. I hope all of you stay safe and this will ease some of your concerns. All of us with the city hope everyone is safe and healthy!

**We encourage all residents to pay online, via mail, ACH or the city drop box to minimize exposure
Call: 352-429-3341**

Starting with the Utility Bill Due April 1st and the Utility Bill Due May 1st

1. The city **will not charge the 10% late fee in April or May**
2. The city **will not disconnect any account for Non-Payment in April or May**
3. June the customer will need to Pay the June Bill plus the April Bill. **No Late Fees**
4. July the customer will need to pay the July Bill, the May Bill and any other past due balances. **No Late Fees**
5. August 1st and thereafter we will return to regular Billing and Payment Policy:

August Bill is Due August 1st

Late Fees Applied August 11th

The city will perform disconnects for non-payment Monday August 17 (instead of our regular disconnect day August 11th, 2020).

I ask that you not panic, follow the advice of the CDC, we wish all of you nothing but the best. We will make it through this difficult time working together.

https://www.cdc.gov/coronavirus/2019-ncov/index.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2Findex.html

Sincerely,



Jim Gleason, MPA-ICMA-CM
City Manager Mascotte Florida
March 16, 2020