

## IMPORTANT UPDATE ON LATE PAYMENT FEES

As part of the City's relief effort during the COVID-19 pandemic, the city initiated a temporary waiver of late payment fees and account disconnections for utility customers who have not had the ability to pay their bill in full. As our state and local economy continues to reopen amidst a coordinated effort to reduce the spread of COVID-19, the City is taking steps to return to standard operations.

Starting July 1, 2021, the City will begin charging late payment fees for customers who have a past due unpaid balance on their utility bill. We understand that full economic recovery will take time, and there are customers who may still be experiencing financial uncertainty. Service disconnections due to non-payment remain suspended. The City has not charged late fees since March 2020.

If you are having difficulty paying your bill, there are grant programs for residents and businesses that may be of assistance. Visit the City's website at [www.poway.org/covid](http://www.poway.org/covid) or call Customer Services at 858-668-4401.

