



CITY OF CLERMONT UTILITY CUSTOMERS

We hope this letter finds you well during these challenging times. We are writing to inform you that the City of Clermont is returning to its regular procedures regarding utility billing.

During the beginning of the COVID-19 pandemic, the city waived late fees and did not discontinue water service for non-payment throughout the months of February, March, April, May, June and July 2020. These steps were taken to assist the residents awaiting relief from the federal stimulus and state/federal unemployment benefits.

Unfortunately, we are not able to continue offering these waivers and exceptions at this time. Effective **Aug. 1, 2020** the city will be reinstating late fees and resuming the disconnection of services for non-payment. Any customer disconnected for non-payment will need to bring the account current by paying the total amount due or by paying the current bill and setting up a payment plan for the remaining balance. Payment plans will vary based on the past due amounts.

If you would like to set up a payment plan, please contact the Utility Billing office at 352-241-7320 by Aug. 21, 2020. The city will reinstate normal operating procedures of discontinuation of water services beginning Aug. 25, 2020.

Thank you in advance for your cooperation on this matter. For information on assistance with food, employment, housing bills or other essential services, please visit the Important Resources section of our designated COVID-19 webpage, www.ClermontFL.gov/coronavirus.