



P. O. BOX 1530 • 112 N. PARRISH AVENUE • ADEL, GEORGIA 31620 • TELEPHONE (229) 896-4504

Dear Customer,

August 25, 2022

The City of Adel thanks you for your patience as we continue navigating through the challenges of our new utility billing system. Going forward, it will be our mission to better communicate to you the steps that we are taking to resolve the utility billing issue.

This letter is to inform you that the City will start mailing out utility bills for each of the months that have not yet been billed at a much faster rate. These back utility bills will soon start being mailed out as often as every 7-10 days until we are caught up to the present billing month.

Please do not worry. We are not expecting everyone to be able to pay multiple utility bills as they come in the mail. Some customers may be able to afford to pay for multiple months at one time, and those payments will be very much appreciated.

MOST IMPORTANTLY, no customer will be required to pay more than one monthly bill during a 30 day period. Additionally, no penalty will be assessed on those payments. Penalties will only be assessed if you are disconnected for non-payment. Once we have the back billing caught up, we will offer a payment plan for any remaining unpaid balances.

Payment of your oldest bill will always be required ahead of your more recent ones. Non-payment of utility bills under this plan will result in an interruption of your utilities. **Your power will be cut off if you do not pay at least one of your back utility bills each and every 30 days. If you are disconnected, penalty and reconnection fees will apply at that point.**

Again, at this time, you only have to pay one bill in full every 30 days, unless you are an automatic bank draft customer and decide not to discontinue that method of payment.

If your account is set up for payments to be automatically drafted from your bank account you will receive a separate letter regarding that information. This will help you determine if you wish to remain on draft or be removed so that you may choose your payment date. If you remain on automatic payment, your account will be drafted more than one time per month.

Please rest assured that the system that collects your readings to determine usage is a separate, independent program from the billing system and those meter readings have not been in jeopardy at any time during this process.

In an effort to provide information as to when a bill for your account may have been issued, we will update our website as bills are prepared and mailed. You can visit our website at www.cityofadel.us to review that schedule. The website also contains information concerning agencies that provide utility payment assistance.

Many of you have been making additional payments on your account and for that we offer our heartfelt thanks. We encourage you to make payments on your account as your back bills come in the mail, but remember, you must pay a bill every 30 days to avoid interruption of your services.

Once again, we sincerely apologize for this inconvenience. Please feel free to give us a call if you have any questions at 896-4504.

Sincerely,

City of Adel
Staff and Elected Officials