



## Media Information

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### Why Athens Utilities Board Has Decided to Eliminate Mailing Late Notices

- All of our revenue comes from ratepayers. Our most important job is to be good stewards of ratepayer money. Therefore we are always looking for ways to reduce costs while meeting the highest customer service standards possible. This includes being good stewards of our ratepayer-provided revenues.
- AUB mails about 14,500 bills per month.
- Around 80 percent of our customers pay on time each month.
- Around 20 percent do not pay on time and therefore require us to generate and mail a late notice.
- Of the group that does not pay on time each month, more than 70 percent get a late notice month after month after month. We are reminding the same customers every month that they need to pay; and at a substantial cost to those who do pay on time.
- Our ratepayers, including the 80 percent who always pay on time and never get late notices, pay more than \$18,000.00 per year to mail late notices to the customers who do not pay and therefore require a late notice to be sent.

Realizing this, we believe that it is in the best interest of the vast majority of our customers to trim that cost.

We will communicate this new program for at least three months before instituting it, making it clear when the new program will begin. We make it a habit to communicate early, often, and fully with our community when we make a change such as this.

When we start the new program, our monthly bill will clearly and boldly state that no other notices will be sent and will clearly show the due date and cutoff period for that bill if it is not paid.

Still we understand that anyone, by no fault of their own, can get in a pinch. That is why we offer payment agreement plans, budget billing plans, and other customer service tools to help customers who need it.

All of our customers should know that we will always work with well intentioned customers who simply misplace a bill, who thought their spouse paid it, or who simply forgot to pay it one month. We never have and never will act in a heavy handed manner when it comes to providing common-sense, good customer service to those who are making the effort to meet their obligations.