



## **2020-04 Executive Order COVID-19 –Utility Shut-off and Payment Penalties EXPIRES AUGUST 31, 2020**

Effective September 1, 2020, the suspension of non-payment fees and shut-off for the City of Palmetto utility customers that was enacted in March 2020 in response to COVID-19 will resume back to normal utility billing policies.

- *September 10, 2020, the City will resume assessing late fees.*
- *September 10, 2020, the City will resume sending shut-off notices.*
- *September 21, 2020, the City will resume turn-off of services for non-payment.*

The City of Palmetto recognizes that during the coronavirus pandemic, many residential and business customers have experienced and continue to experience financial hardship(s). If you and/or your business entity have been affected and are now in delinquent status for your utility account, please contact our Customer Service Department at 941.723.4570 – we can help set up a payment plan to bring your account current and/or we may be able to refer you to an organization that can also assist with delinquent utility accounts.