



LITTLE TOWN ON LAKE MAXINKUCKEE

July 24, 2020

RE: Utility Account for (address)

Dear Resident:

I hope this finds you healthy and safe.

The purpose of this letter is to make you aware of your utility bill of \$xxx for (address). At this point, \$xx.xx of it the balance is 90 days past due. While the governor has put a moratorium on utility shut offs for non-payment and suspended late fees through August 15, I want to encourage you to pay what you can towards the balance so that when the moratorium is lifted you are not left with a large bill to pay to prevent your water being shutoff.

We realize this is a difficult time for many residents. We are willing to work with you to set up a payment plan to get caught up. To get additional help, you can dial 2-1-1 to get information and referrals for social service agencies, programs, and community resources, including financial assistance for utilities.

I also wanted to share information with you about the Low-Income Home Energy Assistance Program that may be helpful. It is a one-time \$350 benefit available for anyone that has lost their job, or significantly decreased their hours since the start of the COVID-19 emergency declaration and meets the household income requirements. You can apply online at <https://ihcda.azurewebsites.us/portal>. If you do not have internet access, contact REAL Services at 574.232.6501 or 800.225.3367.

If you have any questions or would like to set up a payment plan, please do not hesitate to contact Town Hall at 574.842.3140.

Sincerely,

Karen Heim  
Clerk-Treasurer