10/21/2026

Valued customer,

This letter is to inform you of utility billing changes that will go into effect January 1, 2027. Starting in the new year, we will be disconnecting services on the date listed on the **first delinquency notice sent**. In previous years, we have been lenient and allowed an extended period of time for customers to pay their bills. This often leads to customers becoming more than one bill behind, making it very difficult to get caught up. This will no longer be acceptable, and we will have hard deadlines for payment. Please note that even though these due dates are firm, we are still willing to work with you regarding your account balances. **You will be responsible for making payment arrangements before the due date listed on the delinquency notice to avoid disconnection of service.**

Please accept this letter as a suggestion to start applying payments to your past due balances now to avoid possible disconnection of services in the new year and any disconnection/reconnection fees that could accrue.

The city recognizes that this could create a hardship for some customers and would like you to know that there is often hardship assistance through local agencies. Please contact city hall if you would like to discuss these options. We also offer a discount program for low-income customers. You can find the discount application on our website www.cityofraymond.com or pick one up at city hall Monday-Thursday 7:30am-4:00pm.

If you have any questions, please contact us at 360-942-4104.

Sara Adair
Utility Billing Clerk