

## **A NOTICE TO OUR CUSTOMERS**

LCWSD strives to provide our customers with high-quality customer service.

Unfortunately, we need to tell you an ongoing, unplanned issue impacting how you're receiving your LCWSD bills.

Without notice, LCWSD's bill delivery vendor in April failed to send our bills to our customers. This issue has continued into May. Some bills were delivered late, while others weren't sent at all.

The vendor is not responding to the problem it's caused, forcing LCWSD to immediately seek to hire another company to deliver bills to our customers.

While LCWSD is working diligently to address the situation, it will take additional billing cycles for us to correct. As a result, you may not see a bill for multiple billing cycles.

### **Here's how we are working for you, and how you can help:**

- This issue is with the bill DELIVERY vendor. It is NOT an issue with the billing system. Your usage is still being correctly recorded and billed.
- Your bill is still being internally generated and applied to your account in our billing system monthly, and it will be due in full once timely delivery to the United States Postal Service resumes via our new bill delivery vendor.
- LCWSD wants you to avoid the sticker shock that could happen when multiple billing cycles are charged on one large bill. Here are FOUR ways to avoid receiving a large bill:
  1. If you use online bill payment, you can continue to pay your bill on your usual monthly schedule. LCWSD encourages you to visit our website, review your usage, and pay your bill through the website.
  2. If you don't use online bill payment, you can quickly sign up for Online Bill Payment by visiting our website at [www.lcwasd.org](http://www.lcwasd.org) and clicking on the Register for Online Bill Pay link or the Pay Online button.
  3. For customers who wish to pay their bills on their regular schedule, but do not want to sign up for Online bill Pay, they can pay their bills by contacting LCWSD Customer Service at 803.285.6919 or Toll Free at 800.832.2126.
  4. Customers can always speak to a Customer Service representative and pay in person at our office at 1400 Pageland Highway in Lancaster during normal business hours.
- LCWSD is suspending all shutoffs and late fees for those who have not paid because they did not receive a bill until the situation is resolved. These fees will resume after timely delivery to the United States Postal Service is resumed by our new bill delivery vendor.

- LCWSD will hold the vendor accountable. We are exploring all legal remedies to make both ourselves and our customers whole. We were not given any warning for the issue and have not received any communication to help resolve the matter and reduce the impacts on our customers.

LCWSD apologizes for the inconvenience this situation is causing our customers, and we thank you for your patience as we do our best to quickly limit the disruptions our vendor has created.

Lancaster County Water and Sewer District