

URGENT: FIRST NOTICE OF TERMINATION

Date: [Insert Date]

Customer Name: [Insert Name]

Service Address: [Insert Address]

Account Number: [Insert Account Number]

Dear Customer,

Our records indicate that your municipal utility account is currently past due. As of the date of this letter, your outstanding balance is **\$[Insert Amount]**.

Please be advised that this is a formal warning. Failure to pay the full balance or contact our office to establish a payment plan by **[Insert Due Date]** will result in the disconnection of your [Insert Service: Water/Electricity/Waste] services.

To prevent service interruption, please use one of the following payment methods:

- Online at: [Insert Website URL]
- By Phone at: [Insert Phone Number]
- In Person at: [Insert Office Address]

If you have already made this payment, please disregard this notice. If you are experiencing financial hardship, please contact our billing department immediately at [Insert Phone Number] to discuss available assistance programs or payment arrangements.

Failure to act before the deadline may result in additional reconnection fees and a required security deposit.

Sincerely,

[Insert Department Name]

[Insert Municipality Name]