

[Date]

[Resident Name]

[Unit Number]

[Property Name]

Subject: Introduction of Third-Party Utility Billing Services

Dear Resident,

We are writing to inform you that [Property Management/Owner Name] has partnered with [Utility Billing Company Name], a third-party utility billing provider, to manage the water, sewer, and [Other Utilities] billing for your residence effective [Start Date].

What this means for you:

- **Separate Invoicing:** Starting on [First Bill Date], you will receive a monthly statement from [Utility Billing Company Name] instead of [Previous Billing Method].
- **Payment Methods:** You can pay your utility bill via [Online Portal Link], by mail, or by phone at [Phone Number].
- **Account Setup:** You will receive a separate welcome email/letter from [Utility Billing Company Name] with your unique account number and login credentials.

Please note that this change does not affect your current lease terms or rent amount. This partnership allows for more accurate meter reading and dedicated customer support for your utility questions.

If you have any questions regarding this transition, please contact the management office at [Office Phone Number] or reach out to [Utility Billing Company Name] directly at [Provider Support Email/Phone].

Thank you for being a valued resident.

Sincerely,

[Your Name/Property Management]

[Property Name]