

Date: [Insert Date]

Subject: Notice of Grace Period for Utility Payment Transition

Dear [Customer Name],

We are writing to inform you that [Company Name] is currently transitioning to a new billing and payment system to improve our service to you. This transition will take effect on [Transition Date].

To ensure a smooth adjustment for all customers, we are providing a one-time **grace period** for your utility payments. During this time, the following policies will apply:

- **Grace Period Duration:** From [Start Date] to [End Date].
- **Late Fees:** No late payment fees will be charged during this period.
- **Service Disconnection:** No services will be disconnected for non-payment during this period.

Please note that while late fees are waived, your regular usage charges will still accrue. We encourage you to continue making payments as usual to avoid a large balance once the grace period ends.

Action Required:

If you use an automated bill-pay service through your bank, please update your account details to reflect [New Account Number/Information, if applicable]. If you are enrolled in our internal Auto-Pay, your information [will/will not] transfer automatically.

If you have any questions regarding your account or the new payment system, please contact our customer service team at [Phone Number] or visit our website at [Website URL].

Thank you for your patience and cooperation during this transition.

Sincerely,

[Your Name/Department]
[Company Name]