



# CITY OF SHREWSBURY

OFFICE OF DIRECTOR OF ADMINISTRATION

**Below please find a public notice from Ameren regarding a change to its billing cycle and delinquency policies. These changes are being put into effect as of today, July 22, 2016. For any queries or comments, please contact Ameren directly.**

**Sincerely,**

**Jonathan Greever**

## **Public Notice from Ameren UE**

Good morning,

Beginning July 22, 2016, customers will notice a new due date on their utility bill from Ameren Missouri. Previously, a separate delinquency date was 11 days after the due date. Now, payments not made by the due date will be considered delinquent.

***This change does not shorten or extend the time allowed to pay the bill before a late payment charge is imposed.*** However, it may surprise customers who have taken advantage of the time between the due date and the delinquency date. The change was made in response to customer feedback, noting that the two different dates listed previously were confusing. We hope this will provide more clarity for customers - if no payment is received by the due date, a late fee of 1.5% will be added.

We want customers to be aware of the change, and will include inserts with this month's bills. We are also asking for your help communicating to customers, by including a note in your newsletter, on your website or social media.

Thank you and have a wonderful day!