



Important Notice to Our Valued Charlotte County Utilities Customers

Plan ahead for bill payments: billing and collection activities will be suspended during the first week of November 2016

In our efforts to provide excellence in customer service, Charlotte County Utilities has some exciting news to share with you. We are in the process of upgrading our existing customer service software (implemented in 2001) to a more robust system. We are looking forward to launching this new technology and serving you, our customers, more efficiently.

This upgrade is scheduled to take place during the first week of November, during which time we will not have access to our computer system. Billing and collection activities will also be suspended while the system is down.

In order to serve you best, please **plan ahead if you need to pay your bill during the first week of November**. We will be recording payments and processing documents **manually** during this computer upgrade, and **expect longer than normal wait times** on the phone and in the lobby of our customer service office. **After October 28, 2016, payment and billing information will not be updated until the new system is activated.** Reaching us before or after this anticipated timeframe will be more convenient for you.

If you have any questions, please email ccusupport@charlottecountyfl.gov and allow 24-48 hours for a response. If you are experiencing an emergency during that time, please call 941.764.4300. We thank you in advance for your patience as we improve our customer software system and processes.