



# TOWN OF CONCORD MUNICIPAL UTILITIES

ELECTRIC | WATER | SEWER | TELECOMMUNICATIONS

April 10, 2021

Dear Customer:

The health and safety of our customers and employees continues to be our highest priority this past year during the unprecedented COVID-19 pandemic. Concord Utilities closely monitors the evolving pandemic, including the latest directives and guidance from national, regional, state and local authorities. Beginning in March 2020 per DPU guidelines, Concord Utilities suspended collections efforts and service disconnections for failure to pay a bill or a portion of a bill to lessen financial hardship caused by COVID-19. The temporary DPU moratorium on disconnections expires on July 1, 2021. Utilities can resume collection efforts in late March.

If you are having difficulty paying your utility bills during the COVID-19 pandemic and your bills are past due, it is not too late to seek assistance with getting caught up. Our primary goal is to help you now to avoid future service disconnection. We will work with those customers impacted by COVID-19 to devise a payment plan of up to twelve months.

Contact Customer Service today at 978-318-3101 or [concordutilities@concordma.gov](mailto:concordutilities@concordma.gov) to see how we can help. You can also reach out to the Concord's Community Services Coordinator, Bonny Wilbur, at (978) 318-3034 or [bwilbur@concordma.gov](mailto:bwilbur@concordma.gov) for support services specific to town residents.

Concord Utilities encourages you to make payment(s) prior to the end of the moratorium to avoid a larger utility bill and possible disconnection. For your convenience, here are the ways to pay your bill:

- **SmartHub®** – pay your bill immediately with secure online payments, or set up an automatic bank draft so you never miss a payment; register for a SmartHub account with this web link: <https://concord.smarthub.coop>
- **PayNow** – make a one-time credit card payment on our web portal; go to <https://concord.smarthub.coop/PayNow.html> from any browser
- **SecurePay 888-255-5147**– make a one-time credit card payment using our automated phone system, available 24 hours a day, 7 days a week
- **Online Bank Payments (Internet Banking)** – make electronic payments from your bank or other financial institution's website, if available
- **Mail or Drop Off Payments** – continue to mail your check or money order, pay your bill in person\* at CMLP, or utilize our drop box located outside our front door at 1175 Elm Street

Thank you for being a Concord Utilities customer.

\*In person appointments are available by appointment only and can be scheduled by contacting Customer Service