



April 28, 2025

To: All Customers
From: MMU Billing Department
Re: Deposit/Additional deposit on water service for late payment

Milford Utilities allows for one free late payment each calendar year. The second late payment and any subsequent late payments after that are assessed a 1.5% penalty on the 21st of each month, the day after the due date of the 20th.

Beginning with the May 31, 2025 billing, any customer with 2 penalties (1 free and one late) in a rolling 12-month period will have a deposit added (if you don't have a deposit) or an additional deposit added to your bill on your next billing cycle to a maximum of \$75.00 in either case. This deposit or additional deposit will remain on your account until you have gone 12 consecutive months without a late payment. At this point it will be refunded to you on your bill. If you discontinue your water service with us, the deposit will apply to your final bill.

Please remember that bills are always due on the 20th of each month even if that is a Saturday or Sunday. Penalties and past due notices are done immediately on the next day as we are required to allow you an additional 12 days to pay the past due balance before we can post or disconnect.

Thank you for your attention to this matter.