

COVID-19 Response: Utility Payment Financial Relief & Flexibility

To offer assistance and best service to citizens experiencing the effects of the economic impact due to the COVID-19 pandemic, the Village of Loon Lake is committed to providing increased flexibility and immediate short-term relief for your utility payments through the following:

Utility Services and other Payments

The Village will continue to bill for utility services as normal. However, to best serve the Village's customers in these extraordinary times, the Village has made the following changes to current utility collections activities:

1. Utility disconnections due to arrears will be suspended until August 31, 2020;
2. Late payment charges (interest) will be suspended on all utility accounts and accounts receivable accounts until August 31, 2020; and
3. The 2% charge on credit card payments has been suspended until August 31, 2020, allowing payments over the phone without leaving your home.
4. We will continue to generate utility bill reminders and other related notices for customers who are in arrears to keep them informed of their current situation.

These measures are aimed at providing financial relief for customers who may not be able to afford to pay their bills on time. By suspending late payment charges, utility customers will have the option to delay bill payments without putting themselves in additional financial hardship. However, Village staff will continue to work with the Village's utility customers regarding payment arrangements so as not to leave them in a difficult financial situation in the future.

Delaying disconnections will help ensure that all homes have access to water, allowing for proper hand-washing and personal hygiene.

How Can We Help?

If you require assistance during this time due to mobility, or health reasons please contact the Village office at 306-837-2076 and we will do our best to provide support.

The Village of Loon Lake would also like to send a special thank you to our business owners and essential services who have gone above and beyond to serve the people of Loon Lake and area. You are keeping us going!!

Please do your part by **washing your hands, staying home** and if you do have to venture out – please remember to keep your **SOCIAL DISTANCE** 😊