

Dist. 11/7/2023
Ref # 72.23

Christine Brown

From: Barbara Szolc <szolc.barbara@gmail.com>
Sent: Tuesday, November 7, 2023 11:40 AM
To: Christine Brown
Cc: Barbara Szolc
Subject: water/sewer late fee waive inquiry _Barbara Szolc

Dear Christine and Village Committee,

I am kindly asking you to waive my late penalties for the most recent water/sewer bill.

I am experiencing financial hardship. I left the state of NY this summer and I got a second job out of state (Louisiana, Pennsylvania). I came back home (Pawling) last Saturday, November 4th. I saw the bill in my mail and paid it right away on Monday, November 6th. I honestly thought I could pay it till the end of December. My mistake.

I would like to kindly suggest it would be much appreciated to have an alert system/payment deadline reminder in place via email or text message about this inquiry. Other companies (verizon, nyseg, etc.) have such a thing and it is very helpful.

Please take into consideration that I am a regular payer and I have never missed previous payments.

Once again thank you for your time and kindness,

Barbara Szolc.