

CITY OF BURLINGTON

301 Neosho Street; P.O. Box 207; Burlington, Kansas 66839

Phone: (620)364-5334 FAX (620)364-2996 EMAIL: sstroh@burlingtonkansas.gov

Website: www.burlingtonkansas.gov

September 3, 2015

Dear Customers:

As you may be aware, we are converting to a new financial software program. As with most conversions, there are some issues to be worked out, and so the utility bill you received earlier this week has errors.

Our contractor, Computer Information Concepts, has been working to correct the problems, and an updated bill dated September 1st will be mailed as soon as possible. If you have already paid or want to pay the amount shown on the first bill, any payments will appear on next month's billing statement.

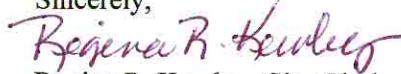
Please disregard any penalties shown on the bill. At last evening's council meeting, the Governing Body waived penalties for utility bills due September 10, 2015.

Customers on the Level Payment Plan are asked to pay their normal level pay amount, which is shown on the left side of the bill.

Also, the old code PC (Power Cost Adjustment) and the new code FA (Fuel Adjustment) are the same. RE is now ELRE (Electric Residential); and WA is now WARE (Water Residential).

We apologize for the confusion and thank you for your patience.

Sincerely,



Regina R. Kewley, City Clerk