



Dear Valued Riviera Customer,

In effort to better serve you, Riviera Utilities is working on several changes that will enhance our current customer features. Some of these changes will take place as soon as July 1, 2015, while others will be implemented over the next several months.

Effective July 1, 2015 we will no longer mail out a reminder notification for delinquent bills. Customers will receive only one monthly bill for each account. As a result of this, we are extending the Date Due period from 14 to 20 days from the Invoice Date. This reflects a six day extension to Riviera Utilities' current late policy. We will also change our current late fee on bills not paid in full on or before the Date Due, from a flat \$3.00 to a \$6.00 minimum or 1.5% of the unpaid balance, whichever is greater.

How will the New Billing Changes Affect My Automatic Draft? If your utility bill is setup to pay by an automatic draft, the date previously set to withdraw funds from your personal account will now become the new due date on your utility bill. Please contact our customer service department for questions or issues regarding this change.

In addition, over the next few months Riviera Utilities will begin sending a more user friendly version of our current printed monthly utility bills. Our new bill design will give our customers a clear picture of their monthly usage, a detailed summary of charges and provide important messages from our company.