



CITY OF PORT ORANGE

1000 CITY CENTER CIRCLE
PORT ORANGE, FLORIDA 32129

FOR IMMEDIATE RELEASE
APRIL 16, 2009 (#09-10)

Port Orange Revises Utility Billing Statement

PORT ORANGE, FL - The City of Port Orange values its many utility customers. In the effort to be responsive to their needs, the City is informing customers about a revised billing statement.

Recently, a few Port Orange utility customers received a utility bill that reflected an incorrect "Balance Due." Only a portion of our customers were affected. This error was the result of a printing problem. The listing of specific charges related to customer usage was stated properly; however, the balance due was misstated. Revised bills do state the corrected balance due for customers' April charges. The printing error that caused this problem has been corrected and will not occur again.

Customers are encouraged to remit the revised balance due using the return envelope previously provided. For those who have already paid their April bill, any remaining balance due to the correction will be included in your next monthly billing.

No penalties will be assessed. Customers who pay their bill via an Automatic Fund Transfer (AFT), the enclosed Balance Due will be deducted from the appropriate bank account.

We sincerely apologize for any inconvenience this may have caused and have taken the appropriate steps to isolate and correct the problem.

Respectfully,

City of Port Orange
Utility Customer Service
386-506-5720