



RE: Important Update Regarding Utility Payment Options

Dear Utility Customer,

The City of Portland is pleased to share that we have partnered with a third-party service provider to offer easier and more flexible ways for customers to manage their utility accounts. You will begin to see information about this new service advertised over the next few months.

You are receiving this letter because you are currently enrolled in a **grandfathered ACH payment program** with the City of Portland for your utility payments.

What This Means for You

- **No action is required** if you wish to continue using your existing ACH payment method.
- Your utility payment will continue to be automatically withdrawn from your checking or savings account on the **20th of each month**, just as it is now.

If You Choose to Change Your Payment Method

If you decide to set up **recurring online payments** using a **credit card or debit card** through the new system, please notify the City Offices so we can remove you from the existing ACH program.

You may contact us by:

- Phone: **517-647-3205**
- Email: **cityclerk@portland-michigan.org**

If you have any questions or concerns regarding this transition, please do not hesitate to reach out. We appreciate your patience and cooperation as we work to improve our utility services.

Thank you,

City of Portland
City Offices

“The City of Portland is an equal opportunity provider and employer.”