



## Public Statement from Mayor Erica Romo Woods Regarding Water Billing Process

Dear Residents of Liberty,

I hope this message finds you well. I am reaching out to address some confusion surrounding the water billing process. As of this month, we have implemented cut-offs and penalties for the first time since our transition to the new system, and we want to ensure that everyone is informed and supported through this transition.

For those of you who were previously set up for payments through your bank card rather than auto drafted through your account and routing number, there are a few important steps to take. You can either call City Hall or visit us in person between the hours of 8 am and 4:30 pm, Monday through Friday, to speak with the team at the water department.

As we navigate through the first month of penalties, we understand that it may be surprising for some customers who were initially drafted with their bank card, potentially assuming it was done directly from their account. To clarify, as noted on our website and announced on October 20th, 2023, our online payment system is now operational. However, it is necessary to create a new account and link your card (call the water department at 864-843-3177, extension 2 if you have any questions or difficulty signing up). Alternatively, you can opt for monthly payments before the 20th of each month to avoid penalties.

I want to assure you that customers who are drafted through their bank account and routing numbers need not worry about any disruption in their draft. If you are uncertain about whether you were set up with your bank account or bank card previously, please don't hesitate to reach out for assistance.

You can email [gturner@libertysc.com](mailto:gturner@libertysc.com) or call the water department at 864-843-3177, extension 2. Our team is currently experiencing a high call volume, so if you are unable to connect directly, please leave a detailed message. Rest assured; they will get back to you as soon as possible.

Your understanding and cooperation during this transition are highly appreciated. We are committed to making this process as smooth as possible for everyone involved. Thank you for your patience and cooperation.

Warm regards,

A handwritten signature in black ink, appearing to read "Erica Romo Woods".

Mayor Erica Romo Woods

City of Liberty