



**\*\*IMPORTANT NOTICE\*\***

The City of Middletown is offering all residents a **grace period** ending on August 31<sup>st</sup>, 2026 (8/31/26) for past-due charges on water bills incurred due to the cyber incident.

- The “current due” amount on this bill accurately represents your usage since the cyber incident in August.
- **No late fees** will be charged during the grace period on this amount.
- Past-due balances, incurred due to the cyber incident, may be paid in full at any time during grace period. Customers may also make partial payments, provided the entire balance is paid by August 31, 2026.
- Autopay has been disabled for all accounts. It is up to each customer to re-establish autopay, if they wish. **If autopay is activated, it will withdraw the FULL amount due.** You are **NOT** able to utilize the grace period on autopay.
- Beginning with your next bill, customers must pay all “current due” charges received during the grace period.

**PAYMENT METHODS:** Online portal • In person at City Building (8:00 a.m.–5:00 p.m.) • Drop box outside City Building •USPS mail •Automated phone system (513-425-7766)

If your statement has a **past-due balance** on it today, those charges are from **PRIOR** to the cyber incident; past-due balances on this statement are due now and not subject to the grace period.

Reminder billing information can be accessed via your Invoice Cloud account. Don’t have an account? Follow the link and the QR code below for more information.

For more detailed information on billing, late fees, shutoff policies and the grace period please visit our website at <https://cityofmiddletown.org/254/Water-Services> or simply use your phone to scan the QR code below.

