



# City of Eustis

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## ANNOUNCEMENT

### Eustis Utility Payments Returned By Postal Service

#### EUSTIS, Fla.

The City of Eustis Utility Customer Service was recently notified that customer payments are being returned to them by the U.S. Postal Service due to an insufficient address.

After notifying the local Post Master of the error, the City was advised the issue has affected multiple entities, and they are actively investigating the source of the error.

Eustis Utility Customers are being asked to actively monitor their mailboxes in case of a returned payment. Envelopes can be resent by removing the insufficient address sticker, and striking a line through any barcodes. There is no need for additional postage, simply place the envelope back in the mail.

Those customers affected by this error are asked to call 352-589-4333 to alert our Utility Customer Service Department. Accounts affected by the issue will be noted and any associated late fees charged due to the postal error will be waived.

**As a reminder, Auto-Pay and E-Bill are both available to Eustis Utility Customers with no additional fee.** All E-Bill account holders receive a monthly statement via email. The Auto-Pay option allows customers to set up automatic monthly payments, ensuring payments are received on time. Residents interested in either option can sign up via the secure customer portal (<https://www.eustis.org/Government/Departments/Customer-Service>) or by calling the Utility Customer Service Department (352-589-4333).

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