

CITY OF KEOTA

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May 17, 2023

Dear Residents,

Regarding any Automatic Payments for Utility Bills for May 15th, it appears that with a system upgrade at our Financial Institution on May 6th, that the regular ACH file that holds this information for payments to be pulled from our resident's accounts, was deleted. We are actively working to pull that information now and to get those payments processed yet this week.

We are looking to have that effective date be Friday, May 19th for those payments to be removed from our customer's accounts. Our billing system did show payments made on Monday, the 15th, so there are no late payments, penalties or worries in that regard.

We appreciate your patience and understanding and we apologize for the confusion and/or inconvenience this has caused.

Thank you,

Alycia A Horras

City Clerk, City of Keota

MAYOR & CITY COUNCIL

Mayor Cansler*K.Conrad*D.Imhoff *M.Greiner*M.Bender*H.McDonald