



Town of Ashland, New Hampshire

20 HIGHLAND STREET • P.O. BOX 517 • ASHLAND, NEW HAMPSHIRE 03217-0517
TOWN OFFICE (603) 968-4432 FAX (603) 968-3776

Dear Ashland Utilities Customers,

You are receiving this letter to keep you informed of ongoing changes in relation to our move from the Utilities Building to the Town Office, as well as to obtain some pertinent feedback from you.

Karen Wheelock has resigned from her position as Ashland Utilities Clerk. We have replaced her with Anne Sullivan, whom many of you may be familiar with as our former Water/Sewer Billing Clerk. Please be advised that Karen's email will be turned off going forward, please use Anne's email address for all correspondence Asullivan@ashland.nh.gov going forward.

We have ported the Ashland Utilities phone number **603-968-3083** to the Town Office so our customers can continue to use the former Utility Building phone line to reach Anne. We hope you find this familiar and that it provides you with ease of access.

The Town Office building is now open to the public for any in-person payments you wish to make. **Please note, our current policy is as follows:**

- **Only one person per time is allowed in the Town Office at a time.** If someone is already in the Town Office we ask that you please wait outside until they leave.
- **A mask is required upon entry into the Town Office.** If you do not have your own mask, there is a box of masks available for use upon entry in the foyer.
- **Please note that utilities customers will be processed on the left side of the counter.** There is a sign posted for ease of use. The right side of the counter is to be used for Tax Collector/Town Clerk customers.

For payments remitted through the **mail**, we will now be receiving payments through the Town Office's post office box. **Please be advised that our new mailing address is as follows:**

Town of Ashland
Ashland Utilities Department
PO Box 517
Ashland, NH 03217

Please be sure to continue to endorse checks payable to the corresponding department. Payment envelopes should include Ashland Utilities Department, as we also receive Town Clerk/Tax Collector payments through this box.

Sincerely,
Ashland Water, Sewer and Electric Departments

Finally, we are considering changing our water/sewer billing from monthly to quarterly. We would like feedback below from our customers on this. Please note that if we do switch to quarterly billing, we could still accept monthly pre-payments if this would best suit your needs. Please check the applicable box below. Please cut above along the perforated line and return this with your remittance.

- I am open to moving from monthly to quarterly billing for water/sewer usage
- I prefer monthly billing for water/sewer usage
- I have no preference

Thank you for your cooperation, we value your feedback.