



PRESS RELEASE

Re: Ashland Electric Billing Error

January 7, 2021

Ashland Electric Customers,

It has come to our attention that many customers have received electric bills in error. Recent bills that were mailed did not subtract recent electric payments from the grand total amount shown on 12/30/2020 bills. The source of our issue was from a computer glitch with our automated billing software. Technicians with our billing software vendor are updating the software to correct this issue. In the meantime, we have adjusted your current balance on our end and are working on a permanent fix for next month's electric bills.

We appreciate your patience in working with us on this issue and apologize for any inconvenience this may have caused.

Sincerely,

Ashland Electric Department