



Imagine that!

Media Release

FOR IMMEDIATE RELEASE: April 3, 2020

Town of Stratford Assisting Stratford Utility Customers

The Town of Stratford continues to provide services to residents such as water and sewer services to homes and businesses. These essential services will be maintained throughout the ongoing COVID-19 situation.

In order to assist residents and the business community, the Town is taking measures to support those requiring special payment arrangements during the ongoing COVID-19 situation. The Town understands that we are in the midst of a difficult time for many and will be working to find a solution that works for any customer requiring one during this time. Stratford Utility customers will be receiving their next regular quarterly bill in mid-April for their water and sewer services.

“We did not want to delay sending out our quarterly bills as it would lead to customers receiving two bills closer together in the future,” stated Stratford Mayor Steve Ogden. “However, we fully recognize that there are people and businesses in our community who are being negatively impacted financially at this time, and the longer this goes on, the higher the likelihood that more will be affected. We want to assure our customers that we are here to work with them during this difficult time.”

As the COVID-19 situation continues, the Stratford Utility would like to assure customers that they will not be disconnected for non-payment during this time. As well, interest charges will be waived for any overdue account in the current billing cycle beginning in April and continuing until as long as the COVID-19 situation does. The Utility will also work with any customer who may require a special payment arrangement during this time.

As Stratford Town offices remain closed to the public, and with many of the Town’s staff working from home, residents will be able to pay their bill in full, or in part, through the following methods:

- Online banking with their own financial institution
- By calling the Town of Stratford at (902) 367-3228, 569-6920 or 569-6258 to pay by credit card or to set up a special payment arrangement (Please leave a message if no one is available to answer)
- By mailing a cheque to the Town of Stratford at 234 Shakespeare Drive, Stratford, PE C1B 2V8

The Town would also like to remind those in our community who may not have the supports of family, friends or neighbours and are requiring non-medical assistance to contact the Town to identify their needs. Staff will help them access the required services or goods as best they can. To make your need know, please reach out through email at info@townofstratford.ca or by telephone at (902) 569-1995.

For the latest updates please visit www.townofstratford.ca.

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For more information please contact:

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