

City of Burlington  
Office of Public Information  
425 South Lexington Avenue  
Burlington, North Carolina 27215



## **MEDIA ADVISORY**

For Immediate Release  
Date: April 04, 2014

Contact: Rachel Hawley  
336-222-5076/336-516-1532

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On Friday, April 4<sup>th</sup>, 2014, it was discovered that approximately 1,600 utility bills mailed last week contained incorrect account and billing information. Customers who have received a bill listing a name other than their own have been billed incorrectly. The amount due as indicated on these bills may not be correct. New utility bills will be issued for these customers immediately. These bills will contain a notice informing the customers of the situation.

The City apologizes for any inconvenience or confusion created by this error. With questions, please call the City's Customer Service Department at (336)222-5100.

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