



September 15, 2021

**Town of Landis Utility Bills August 31<sup>st</sup> Due September 25<sup>th</sup> 2021**

Due to an unforeseen glitch within the Post Office many of the citizens of Landis received their bill much later than normal. The Town has partnered with the United States Post Office to ensure this will not happen moving forward.

**Q & A**

Q. What happened?

*A. USPS system read only the return address and not the addressed to portion. This gave the bill a bar code that sent it back to Town Hall's PO Box.*

Q. Was the incorrect information sent?

*A. No, the envelopes have been properly addressed. This was a problem with how the Post Office computer read the envelopes. It bar coded the bills to be sent to the Town of Landis' PO Box.*

Q. What other customer impacts were there?

*A. The Town of Landis Utility Services is aware that most Landis residents were concerned about where their bill was. Due to this issue we will not be adding late fees or disconnecting utility services in September. However, this will not have any impact on October 2021 billing. Bills will have late fees on 10/26/2021. Disconnection for the August 31<sup>st</sup> bill due September 25<sup>th</sup> will be 10/18/2021.*

Q. Was this the result of a hack or other cybercrime?

*A. No this was a scanning error.*

Q. Will utility services be affected?

*A. No, all utilities will continue as normal.*

Should you have any questions, please contact Utility Services at 704-857-2411, press 1, press 1.

Thank you,

**Rebecca Powell**  
Utility Services Director

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