



# RMU

## What Customers Need to Know for our Software Conversion

### WHAT'S HAPPENING

RMU is updating our operating software. This update will allow us to better serve our customers, by allowing us to more efficiently and effectively handle customer issues in a timely manner.

### WHEN'S IT HAPPENING

The launch has been temporarily delayed. We anticipate having a new launch date soon.

#### CONTACT US TODAY

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### AFTER THE GO LIVE DATE

- We are temporarily suspending all late fees and disconnects until 2 weeks after we go live.
- All current online accounts will no longer be active
- Customer will have to set up new online accounts through our webpage
- Any automatic payments currently scheduled on our old system will not process
- Customers will have to reset-up auto payments
- If you have any questions or concerns please call our office

