

## **Computer glitch causes errors with bill print**

September 27, 2005--Last week we upgraded our billing software to the latest version. It appears that there was a minor computer glitch and some bills are inadvertently printing a message regarding a past due balance. Those customers with Direct Payment can ignore the message. There are also some formatting issues in the billing summary box. We are currently looking into the cause of these errors and will make the necessary corrections before the next billing cycle.

**The “Total Amount Due” is accurate and you should pay your bill as you normally would.**

If you notice any other errors with your bill, please email us at [cssupport@lelwd.com](mailto:cssupport@lelwd.com) or call the Business Office at 978-486-3104. We apologize for any inconvenience this may cause you.