



CITY OF ANN ARBOR
CITY CLERK
REC'D
2016 JUL 26 AM 10:39

July 20, 2016

Jacqueline Beaudry, Clerk
City of Ann Arbor
301 E. Huron St, 2nd Fl.
Ann Arbor, MI 48107

RE: Important Information—Billing Changes

Dear Ms. Beaudry:

As part of our continuing effort to keep you informed, I wanted to let you know of a change, beginning August 29, 2016, in the billing vendors Comcast uses, which will enable us to provide an improved billing experience for our customers.

We plan for this change to have a minimal impact on our customers; however, customers' account numbers and monthly due dates will change. Customers will need to update their Comcast account number if they make payments online or through their bank. We are informing customers of this upcoming change through emails and letters to their homes. A sample notification letter is enclosed for your reference. This change to the billing system will enable us to provide more detailed bills and enhance our customers' experience.

As always, feel free to contact me directly at 734-254-1557 with any questions you may have.

Sincerely,

A handwritten signature in blue ink, appearing to read "K. Mazurek", is written over a faint, illegible stamp.

Kyle V. Mazurek
Manager of External Affairs
Comcast, Heartland Region
41112 Concept Drive
Plymouth, MI 48170

Enclosure