



Date:  
Account Number:  
Service Address:  
Amount Due:

Dear Cleveland Public Power Customer:

**1<sup>st</sup> Notice**

Recently, we reviewed your account and found that it is delinquent with a past due balance of [REDACTED], due to non-payment. To avoid disconnection of your service, please address your past due balance by using the following methods:

1. **Mail or contact Cleveland Public Power's Customer Service Department by telephone to make full payment or to make payment arrangements.** CPP Customer Service can be reached at **216-664-4600** between the hours of 8:00 a.m. and 5:30 p.m., Monday through Friday. If mailing your payment please send with your remittance stub, along with your check or money order, to: **Cleveland Public Power, PO Box 94560, Cleveland, Ohio 44101-4560.**  
(Mailed payments will be processed in a minimum of five (5) business days after receipt.)
2. **Go online and make your full payment** at [www.cpp.org](http://www.cpp.org) using a major debit/credit card. You may also pay by phone using our automated payment line, which can be reached at **216-420-8000**, available 24 hours a day, 7 days a week.
3. **Bring your full payment** to the Carl B. Stokes Public Utilities Building located at **1201 Lakeside Avenue** and go directly to the **Cashier's Window** between the hours of 7:30 a.m. and 5:30 p.m., Monday through Friday.
4. If this is a residential property and you dispute the scheduled termination of electric service, you may be eligible to request a hearing before the CPP Board of Review. Please review the eligibility requirements and complete the CPP Review Board Hearing Request Form (if eligible) located on [www.cpp.org](http://www.cpp.org).

**Failure to make full payment or setup a payment arrangement using one of the above methods will result in disconnection of your service after Generated due date.** Once your service is disconnected, only cash, money order or debit/credit card payments will be accepted to reconnect you service – **NO CHECKS**. Upon payment, reconnection of your service will be made as soon as possible. A reconnection fee of \$8.00 will also be charged to your account to reactivate service.

NOTE: Cleveland Public Power accepts the following Debit/Credit Cards: MasterCard™, Visa™, American Express™, Discover Card™.

**If you have made full payment recently or you are honoring your account payment arrangements, please disregard this notice.**

Thank you,  
Cleveland Public Power