

## Chapter 2 Solution

Dear Sarah,

Thank you for contacting us about your payment for your July bill. I can understand why you were frustrated when you discovered that our online payment system does not accept American Express and that you would have to pay an additional \$2.95 to use that credit card to make a phone payment.

If you do not have a Visa or MasterCard, our online payment system won't work for you. To avoid paying the \$2.95 fee, you can mail a check, or stop by any of our walk-in billing centers. Use the locator on our website to find the one that is convenient to you. Both of these payment options are free.

I was concerned to learn that you had not received your July bill, so I looked at your account. I can confirm that we sent the bill to the address we have on file: 6410 Via Real, Carpinteria, CA 93013. I have resent the July bill to you, so should receive it within five business days.

Thank you for following up on your missing payment by calling us. When you do make your payment for the July bill, you will be able to see the updated account information by logging in and reviewing it online.

Sincerely,