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**CITY MANAGER**  
Redmond Jones II

## ***SERVICE INTERRUPTION NOTIFICATION JULY 16- JULY 22, 2025***

Dear Valued Customers,

The City of East Point will be implementing a new version of the iCloud with our current ERP BS&A Management System. The implementation will take 3 business days to extract the city's data, which will impact on our normal operations. The extraction will start on July 16, 2025, at 1:00pm EST, therefore, ***all impacted customer services facing departments (Customer Care and Planning and Community Development) will be closing at 11:00am*** to begin staff training on the upgraded system.

***All daily services that are provided City-Wide will be postponed until July 22, 2025, when our office re-opens at 8:00am for business.***

**Example of the Most Common Services Postponed:**

- All payments: (via mail, in-person online, over the phone or at our Kiosks)
- New Services or Transfer of Services to a new location in East Point
- Termination of Services Request (online or via email)
- Delivery of E-Notification, Text Messages and mailing of Paper Utility Bills
- Open Records Requests
- Payment Plans/Payment Holds
- Request for Apartment Connections/Disconnections/Transfers
- Drop and Pull of Service Lines to Building (Connect/Disconnect Services)
- All Work Order Requests – ex: Electric Re-Reads/High Water/Water Meter Leaks, etc.
- Power Releases/T-Pole/Business Licenses/Certificate of Occupancy (CO's)
- All and any permits, building permits, trades permits, land disturbance permits, signs, electrical, plumbing, HVAC, roof, driveway, all plan review services.
- All Plan review capabilities and services
- Zoning verification letters, zoning applications, use permit applications, inspections, Concept plan reviews applications, Pre-Meeting Applications, etc.

***In addition, due to the system upgrade and postponement of the city's normal services, from July 16,***