



Governor Roy Cooper signed Executive Order 142 on May 30, 2020, which effectively extended the utility customer protections provided by the Town of Harrisburg as a result of Executive Order 124 for an additional 60 days, expiring on July 29, 2020. Executive Order 124 was effective from April 1, 2020 to June 1, 2020. Both of these orders authorized and directed the Town to suspend any **new** penalties including late and reconnection fees, in addition to suspending residential utility disconnects for the duration of the respective orders.

The Harrisburg Town Council also voted to extend these provisions of the Order to the Town's commercial and industrial customers for each of the executive orders. These also include reconnecting any service that is currently disconnected. If you are currently disconnected, please contact the Town's Customer Service Department (704-455-5614) to ensure your service is reconnected. Cutoffs and penalties will resume when the emergency is over.

Please keep in mind that customers are still responsible for paying for all water and wastewater usage. Customers should continue to make payments on their accounts to avoid accumulating large balances, even if they cannot pay in full. Since utility account balances will not be forgiven, only deferred, customers having trouble paying utility bills in full or on time are strongly urged to make incremental payments during this time. The Town will continue to notify any customers that are late in payment, as normal, with mailings on the 15th of each month as a courtesy reminder.

All customers are encouraged to use the online payment system or automated phone payment system. The Town is currently waiving online and automated phone convenience fees to help with costs during this time. Bank and credit card drafts, bill pay and drop offs at Town Hall will continue to be accepted. The Town will have payment plans available for residents that are unable to pay their bills in full through the expiration of EO 142, or any extension thereof, and details about those payment plan options will be released at a later date.

All Town services are operating as regularly scheduled, and Town employees are taking precautions to protect themselves and the community. Some reminders for all residents:

- Stay up-to-date with any future service changes on the Town's website and social media.
- The Town will be utilizing an electronic and telephone meeting formats until further notice for Town Council Meetings. Advertisements in newspapers, Town website and social media will include login information as well as phone numbers to use to call into the meetings if you do not have a computer or internet access. The Town will also be accepting emails, regular mail and phone messages for public comment as well. You can also call 704-455-5614 or visit the Town's website to get more information.

Town Council and Town staff recognize the challenges that face our residents during this time and are available to assist you in managing your utility bills with the Town. If your account has become past due during this time, we encourage you to reach out to our customer service team to discuss strategies to manage your balance and prepare for your payment plan at the appropriate time. Please also ensure your contact information is accurate so that you receive all necessary communication from the Town.