



## TOWN OF CRESWELL

**In response to the economic effects of the COVID-19 pandemic, on March 31, 2020, the Governor issued an Order to all utility providers that prohibits the disconnection of residential utility customers' service for non-payment and the assessment of late fees.**

The Town of Creswell understands the importance of the Order and remains committed to helping our customers that are impacted by current economic conditions related to COVID-19. As part of this commitment, residential account disconnections for nonpayment are suspended and the Town will not impose new penalties for late payments or collect on penalties that were imposed on residential accounts as of March 31, 2020, for at least 60 days.

Please keep in mind that customers will be responsible for paying for all usage and, if possible, should continue to pay on their accounts to avoid accumulating large balances. The Town will continue to read meters and mail utility bills.

After the Governor's Order is rescinded, the Town will work with residential customers impacted by financial hardship of COVID-19 to get their account into good standing. A variety of options will be offered including payment plans and budget billing, as well as contact information for emergency energy assistance programs.

**Town Office (104 S. 6<sup>th</sup> St.) is temporarily closed to walk-in customers in an effort to follow the social distancing guidelines published by NC Department of Health & Human Services (NC DHSS) for public-facing businesses and agencies. Town Staff will continue working during this time and will still be processing utility payments for customers.**

Customers can still make payments by leaving in the Drop Box on the front door of the Town Office or by calling 252.797.4852 to make payments over the phone.

Customers who need assistance should call the Town Office at 252-797-4852.