



Town of Mars Hill

COVID – 19 Payment Plan Program August 7, 2020

PURPOSE

The purpose of this plan is to assist Town of Mars Hill residential property owners impacted by COVID-19 with an affordable payment schedule for unpaid water bill balances accrued from March 31st to July 29th of 2020. This plan is in compliance with the NC Governor's Executive Orders 124 and 142.

PLAN

These unprecedented times call for exceptional measures. The Town implemented special crisis policies in mid-March and immediately suspended water disconnections. As we prepare to carefully and thoughtfully transition back to standard operations on September 1, 2020, the Town of Mars Hill will work with customers on a one-on-one basis through this process. We want to make sure we are doing everything we can to support you – just as we always have – because turning off the water due to non-payment remains a last resort. If you are experiencing a financial hardship, we urge you to work with us now to make payment arrangements while it is available.

Customers were not subject to service cut-offs or late fees from March 31st to July 29th but were encouraged to pay their water bill balance each month to avoid building up a large balance.

Residential customers will be allowed to pay their outstanding balance from this period over a 6-month period as long as they contact the Town of Mars Hill to set-up a payment plan. Please contact Town Hall at 828-689-2301 to discuss options and come to our office to complete an installment agreement by August 25, 2020. The installment agreement will allow you to pay past due balances accrued from March to August in monthly installments over the next six month until February 2021. We understand that everyone's situation is different, and we will work closely with you to create a plan that meets your needs while ensuring you are able to fulfill your personal commitment to your water bill balance. The Town of Mars Hill hopes that you and your family continue to stay safe and well.

Mars Hill Town Hall

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