



Town of Mars Hill

CUSTOMER NOTIFICATION IN RESPONSE TO EXECUTIVE ORDER 124

This notification is in response to Executive Order (EO) 124 which allows for the uninterrupted service of **RESIDENTIAL** utilities for 60 days beginning March 31, 2020, or until EO 124 is no longer in effect. **This notification does not apply to businesses, industries, commercial properties, or any establishment not used for residential purposes.**

Customers will continue to be billed for water and wastewater services with payment due as always; however, payment may be deferred to a later date if necessary. We understand that the uncertainty of our current situation has created hardships for some in our community and we are here to support you. Please attempt to make regular payments.

For the next 60 days at least, the EO prevents late charges, penalties, and disconnections of service for nonpayment to **RESIDENTIAL** accounts. Any penalties applied to residential accounts prior to March 31, 2020 are still owed but may be deferred until the EO is no longer in effect. All other charges including service charges for new accounts, tap fees, non-sufficient fund charges, convenience fees, etc. will still be assessed and payable at the time the charge is applied. Though service to residential accounts will not be disconnected for non-payment, service can still be disconnected for meter tampering during this time.

If you feel that you will not be able to pay utility bills on time, please contact our office at [\(828\) 689-2301](tel:8286892301) to discuss what payment options we may have to assist.

As posted, our office remains closed to the public to avoid exposure so we can better serve you in the days ahead. We ask that business be transacted by telephone and payments can be made utilizing our drive-thru drop box in the parking lot or the walk-up drop box at the front entrance. Our staff is available Monday through Friday between the hours of 8:30 a.m. and 4:00 p.m. Utility payments may be made by credit/debit card by calling our office at (828) 689-2301.

Finally, if you see our staff around town while they continue to work, please do not approach them as we are practicing social distancing to keep them safe along with their families. We want to assist you and be here when you need us. However, most questions that you have can be answered by calling the office and decreasing not only exposure to us, but to you as well.

Be safe in all you do,

Town of Mars Hill