



April 1, 2020

Suspension of Utility Disconnections & Waiving of Late Fees

In conjunction with the North Carolina State Utilities Commission and the Office of Governor Roy Cooper, Stanly County Utilities would like to continue our efforts in fighting the spread of COVID-19. We understand the potential devastating health and financial impacts COVID-19 could have on our customers' lives, such that immediate action is required. In addition to social distancing and other steps that may be taken to avoid exposure to the virus, the Centers for Disease Control and Prevention recommends frequent hand washing to reduce the risk of infection and prevent the spread of the disease – such recommended hygiene requires continued customer access during this time of heightened health concern to water at customer residences for both customer safety and the protection of the public.

Therefore, effective as of April 1, 2020 through May 30, 2020 or until further orders given by the Stanly County Board of Commissioners, we have been directed to cease residential customer disconnections due to non-payment of their utility bills, except where necessary as a matter of safety or where requested by the customer, and waive the application of late fees incurred during the State of Emergency. Executive Order 124 does not apply to commercial industrial or institutional accounts.

At the end of the State of Emergency, customers having outstanding debt accrued during the State of Emergency shall be provided the opportunity to make a reasonable payment arrangement over no less than a six month period and shall not be charged any late fees for late payment for debt accrued during the State of Emergency. No provision in this decision shall be construed as relieving a customer of their obligation to pay their utility bill. Normal water and wastewater usage rates still apply during this time. Stanly County Utilities will address all past due accounts and seek payment at the end of Executive Order and will operate in accordance with our customer service policies.

We have taken precautionary measures to help protect our utility workers from COVID-19 to ensure uninterrupted utility service. We thank all our customers for their continued support as we navigate through these uncharted waters. We look forward to the day we all get back to normal.