

PUBLIC NOTICE

In response to the Covid-19 Pandemic Governor Roy Cooper has issued Executive Order 142 extending the deadline regarding delinquent **RESIDENTIAL** water accounts with local municipal service providers until July 29, 2020.

1. Effective March 31, 2020 the Town of Burnsville will suspend all **RESIDENTIAL** water disconnections for until July 29, 2020 for delinquent water accounts.
2. **Late fees, penalties or interest** shall not be imposed for account delinquencies which occur on or after March 31, 2020 through July 29, 2020.
3. The Town of Burnsville will make available to customers whose accounts become delinquent, during this period, a reasonable payment plan option to bring accounts current. These plans will only apply to amounts accrued during this period occurring from March 31, 2020 to July 29, 2020.
4. Service can be temporarily disconnected for water line breaks, construction projects or safety reasons.

This is a deferral of payment order. All current outstanding amounts and any that accrue during the period from March 31, 2020 to July 29, 2020, if not paid by the customer sooner, will be collected when the Order is terminated. **Customers who can pay their water bills or make some payment towards their outstanding balance are encouraged to do so in an effort to keep the amount of their bill within a range they can pay once the Order is terminated.** Anyone with a water account with the Town can make changes to the account, including disconnection of service, during this time period. New service can be connected under the regular terms of opening a new account during this time period. If you have questions please contact the Town at 828-682-2420.

