



## CITY OF ARCHDALE

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4/1/2020

Dear Archdale Utility Customers,

In the interests of public health, safety, and welfare, Archdale City Council took action during their 3/24/20 meeting to ensure all utility customers will continue to receive services throughout the COVID-19 public health emergency. As a result, late fees were not applied to applicable accounts in March and customers will not have their water shut off for non-payment on April 5<sup>th</sup>.

While the City is working with customers who are going through especially difficult financial times, it is important to realize that utility account balances will not go away. There is currently no legal authority for the City to waive account balances. And, as long as services are being used on the account, the total balance will increase. It is recommended that you stay as current as possible. We will work with you.

City Hall remains closed to the public, so cash payments are currently not being accepted. Several other payment methods are available including use of the dropbox at City Hall. Visit [www.archdale-nc.gov](http://www.archdale-nc.gov) for other payment options and a direct link to the city's official online payment platform. Use of 3<sup>rd</sup> party payment sites (such as Doxo) is NOT recommended. These sites charge fees and may not guarantee timely payment on the account. The City has not solicited or partnered with this company in any way.

On March 31, 2020 Governor Roy Cooper signed Executive Order No. 124, mandating additional consumer protection measures for North Carolina citizens. The City of Archdale will review and comply with any and all executive orders issued for the State of North Carolina.

City staff continues to work hard providing essential services for the citizens of Archdale. It is an uncertain time, but Customer Service staff is available at 336-434-7341 Monday thru Friday from 8:00am to 5:00pm to answer questions that arise. We may not know when "normal" will return, but together we will safely work through the current healthcare crisis.

Zeb Holden  
City Manager  
City of Archdale

