



## CITY OF ARCHDALE

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4/7/2020

Dear Archdale Utility Customers,

We realize how important it is for Archdale utility customers to have access to public utilities, especially safe water, during the COVID-19 pandemic. Here are some things you should know about Archdale's response to North Carolina Executive Order No. 124, signed by Governor Cooper on March 31.

- The Executive Order suspends disconnections of residential accounts for nonpayment, likely for the 60-day period that started March 31. During this period the City will not add any late or nonpayment fees to residential accounts.
- The City will provide payment plans for residents unable to pay their entire bill. More details on arrangements will be released at a later date.
- The City has elected to suspend penalty fees and disconnection of services due to nonpayment for commercial accounts during the next 60 days as well.

*Please keep in mind that customers are still responsible to pay for the availability and use of water and other utility services.* In order to keep account balances manageable, it is in every customer's best interest to keep your account current or at least make partial payments as circumstances allow. Once the crisis is over, balances for utility services will need to be paid and involuntary disconnections for nonpayment will resume.

City Hall remains closed to the public, so cash payments are currently not being accepted. Customers are encouraged to use the drop box at City Hall or the online payment system to make payments. Visit [www.archdale-nc.gov](http://www.archdale-nc.gov) to learn various methods for making payments and a direct link to the City's official online payment platform.

Use of 3<sup>rd</sup> party payment websites (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.

Customer Service staff members are available at 336-434-7341 Monday thru Friday from 8:00am to 5:00pm to answer utility billing questions that arise. If the line is busy when you call, please leave a message with a phone number where you can be reached. Your call will be returned as quickly as possible. We thank you for your cooperation and patience as we work through these new processes brought on by the COVID-19 emergency. Stay safe everyone!

Zeb Holden  
City Manager  
City of Archdale

