

EARNELL BROWN
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TOWN COUNCIL:

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FRANK NORMAN
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April 7, 2020

Dear Customer:

During this unprecedented public health emergency, we are committed to doing our part to help our residents get through this situation. We know that electricity is an essential service — especially when we are required to stay to home — so we have introduced a new policy to help those who may be struggling financially.

For our residential electric customers, we are temporarily suspending disconnections for non-payment through May 31, 2020. It is important to note that this policy **does not forgive** any charges for past, present or future electricity use. All customers will still be required to pay for all electricity use.

The following information provides more details about this temporary policy and how it impacts you.

WHAT THIS POLICY MEANS FOR RESIDENTIAL CUSTOMERS

- Customers will not have their electricity disconnected — even if you don't pay your bill, pay it late, or pay only part of it.
- Until May 31, we will not charge late fees, penalties, or interest on any balance that is past due.
- If you have a balance on your bill past the due date, we will work with you to set up a payment plan. Please call one of our customer service representatives at (252) 426-5311 (Monday – Friday, 8am – 5pm) to discuss payment plan options.
- **We urge you to continue paying your electric bill.** Large balances can accumulate when you delay paying your bill and make it more difficult to pay off later. That may ultimately result in a disconnection of service.

- If you are having trouble paying your bill, please call us to discuss assistance programs that you may qualify for.

WHAT THIS POLICY DOES NOT MEAN

- This new policy does not forgive any past, present, or future balances for electricity use. **Customers are still required to pay for all electricity use.**
- We are not currently requiring customers to show that the coronavirus was directly or indirectly responsible for an inability to pay their electric bill.

WHAT YOU CAN DO TO HELP OUR COMMUNITY DURING COVID-19

- Stay at home to help slow the spread of the virus.
- Pay your bill. If you cannot pay your entire balance, send in a partial payment. This will help keep our community-owned utilities in good financial shape.
- Keep your bill low by saving energy — see the attached tips to help lower your bill.

ENERGY-SAVING TIPS DURING COVID-19

- Run dishwashers and washer/dryers overnight to avoid peak usage times
- Turn off lights when not in the room and use natural light when possible. Lighting accounts for 12% of energy usage.
- Unplug devices or chargers when not in use. Use a power strip as a central turn-off point.
- Ceiling fans cool people, not rooms, so turn them off when you are not in the room.
- A 10-minute shower uses less water than a full bath.

Another tip: Please do not flush paper towels, “flushable” wipes, or anything other than toilet paper down the toilet. Those items do not dissolve and will clog up our wastewater system.

Town of Hertford is proud to be a public power community. One of the advantages of being a locally owned utility is that we can adapt quickly to changing situations and adjust our policies to help customers during situations like this. We encourage you to stay home and stay safe during these uncertain times.

Sincerely,

Town of Hertford Utilities Department