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IMPORTANT NOTICE TO ALL MARTIN COUNTY WATER DISTRICT 1 AND DISTRICT 2 WATER CUSTOMERS

April 7, 2020

Dear Valued Customer:

We hope this letter finds you well. Martin County understands that the COVID-19 coronavirus has created difficult times for us all. Martin County is committed to providing quality services to you, our valued customers, especially during these challenging times.

Martin County is complying with NC Governor Roy Cooper's Executive Order No. 124 (issued March 31, 2020), which prohibits utility providers disconnecting residential customers from utility services for nonpayment and from charging late fee penalties for 60 days (or until a later date if the Executive Order is extended).

The Water Department encourages you to pay all of your bill. If you are not able to make a full water bill payment at this time, please try to make a partial payment. Water payments can be paid via mail, through a drop box located in the parking lot of the Martin County Governmental Center (near the flagpoles), or by calling the Water Department for an appointment.

If you cannot pay your full bill, the Water Department will work with you to formulate a payment agreement to pay off the amounts owed, in accordance with the Executive Order. Customers will be provided the opportunity to make reasonable payment arrangements to pay off over at least a six (6) month period any arrearages accumulated during the effective period of this Executive Order and any order extending this Executive Order. No interest or late fee shall be charged on accounts in arrears during this time.

No provision in this Executive Order shall be construed as relieving a customer of their obligation to pay bills for receipt of any service covered by this Executive Order.

If you have questions, please contact the Water Department at 252-789-4345 or water@martincountyncgov.com. Also, you may find a copy of the Executive Order No. 124, various press releases and other relevant information on our website, www.martincountyncgov.com.

Martin County encourages its citizens to respect Governor Roy Cooper's Stay at Home Order (Executive Order No. 121). Citizens are asked to remain calm during this challenging time and to continue educating themselves about the latest guidelines available from local, state and federal health care authorities concerning the Novel Coronavirus (COVID-19). Visit www.mtwdistricthealth.org for the latest information on COVID-19 (coronavirus).

Sincerely,

Ed Warren
Martin County Water Districts Manager