



Town of Long View Utility Billing Update COVID-19 Response Information

During the Coronavirus (COVID-19) and Stay-at-Home emergency, the Town of Long View is working hard to support residents and utility customers. To help ensure residents can remain at home and slow the spread of the Coronavirus (COVID-19), effective April 1 and consistent with the NC Governor's Executive Order 124, the Town is waiving penalties including late and default fees in addition to suspending residential utility disconnects for the next 60 days (until June 1, 2020).

Please keep in mind that customers are still responsible for paying for all usage and minimum bills. Customers should continue to make payments on their accounts to avoid accumulating large balances, even if they cannot pay in full. Since utility account balances will not be forgiven, only deferred, customers having trouble paying utility bills in full or on time are strongly urged to make incremental payments during this time.

All customers are encouraged to use the payment drop box at Town Hall or mail your payment to the address indicated on your monthly bill. The Town will have payment plans available for residents that are unable to pay their bills in full over the next 60 days and details about payment plan options may be obtained by contacting the Town Finance Director, Mr. James Cozart, at (828) 322-3921.

Residents are reminded that this is a serious health crisis. The state-wide Stay-at-Home order remains in effect at this time until April 29, 2020. Violating the Stay-at-Home order is a class-two misdemeanor.

You must stay home except to report to a job if it is considered an essential business/position, to get food, medicine, for outdoor exercise, or to help others in need.

The order bans gatherings to less than 10 people and directs everyone to stay at least six feet away from each other. Everyone is to practice responsible social distancing while outdoors.

Sincerely,

TOWN OF LONG VIEW

David Draughn
Town Administrator