



*Town of Mayodan. 210 W. Main Street. Mayodan. NC.
27027 (336)427.0241
www.townofmayodan.com
James A. Collins Municipal Building*

For Immediate Release

April 7, 2020

Town Utility Billing Update

During the COVID-19 and Stay-At-Home emergency, the Town of Mayodan is working hard to support residents and utility customers. To help ensure residents can remain at home and slow the spread of the coronavirus, the Town of Mayodan will not disconnect residential water or wastewater service due to late or non-payment and did not disconnect residential water or wastewater in April. In addition, effective April 1 and consistent with the N.C. Governor's Executive Order 124, the Town is waiving penalties to include late and default fees in addition to suspending residential utility disconnects for at least the next 60 days (June 1).

Please keep in mind that customers are still responsible for paying for all usage. 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.

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 can be received by calling 336.427.0241.

All Town services are operating as regularly scheduled and town employees are taking precautions to protect themselves and the community. The Town Hall office at 210 W. Main St. is accepting payments through the front window on the sidewalk. There is a drop box, also, to the left of the front door.

Reminders to the residents and commercial businesses:

- Please do NOT flush wipes, paper towels or other items in toilets, even if the product says “flushable.” Only flush toilet paper so our wastewater pipes and pumps do not become clogged.
- Trash collection is operating on a normal schedule.
- Recycling is operating on a normal schedule.
- Town employees are working staggered shifts with half employees to avoid spreading the virus. Please be patient when calling regarding services.

Residents are reminded that this is a serious health crisis. The state-wide Stay-at-Home order remains in effective until April 29th, or until further notice from North Carolina’s Governor or Rockingham County Board of Commissioners. The order bans gatherings to less than 10 people and directs everyone to stay at least six feet away from each other. Town parks and trails are open, however, staff will not be available to rent equipment or facilities. Bathrooms and playgrounds are closed. Everyone should practice safe distancing while outdoors.

Information regarding the virus and guidelines to slow the spread and to avoid community contact spread can be found at the following websites:

www.cdc.gov (The Centers for Disease Control)

www.ncdhhs.gov (North Carolina Department of Health and Human Services)

www.rockinghamcountypublichealth.org (Rockingham County Public Health Department)

Practice good hygiene and take everyday preventative actions to reduce exposure:

- Wash hands frequently with soap and water for at least 20 seconds at a time.
- Avoid touching eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are ill.
- Cover your mouth and nose with a tissue when you cough or sneeze.
- Do not reuse tissue after coughing, sneezing, or blowing your nose.
- Clean and disinfect surfaces that are frequently touched.
- Only leave your home for essential purposes (food, prescriptions, gas, physician appointments, etc.)