



Attention 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 utilities are an essential service – especially when we are required to stay at home – so we have introduced a new policy to help those who may be struggling financially.

For our City of Albemarle utility 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 utility use. Customers are still required to pay for **all** City of Albemarle utility use.

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

What this policy means for our City of Albemarle Customers:

- Customers will not have their City of Albemarle utilities disconnected – even if you don't pay your bill, pay it late, or pay only part of it.
- Until May 31, 2020, we will not charge late fees or penalties 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 704-984-9615 (Monday-Friday, 8am-5pm) to discuss payment plan options.
- **We urge you to continue paying your City of Albemarle utility 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.
- **Customers are still required to pay all of their City of Albemarle utility bill.**

The City of Albemarle 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 adjusting our policies to help customers during situations like this.

Currently payments are accepted as follows: drive thru & drop box located at City Hall (144 N 2nd St), drop box located at Albemarle Police Dept. (203 N 2nd St), online payment system by visiting www.albemarlenc.gov or the automated phone payment system by calling 1-844-203-8267.