

## Icard Township Water Corporation

*To our community & our customers in response to the close of Executive Order 142.*

This notification is in response to Executive Order (EO) 142 which extended EO 124, allowing for uninterrupted service of **RESIDENTIAL** utilities until 11:59 pm on **July 29, 2020**. As of July 30<sup>th</sup> 2020, **this order has expired**. This notification does not apply to businesses, industries, commercial properties, or any establishment not used for residential purposes.

Customers will continue to be billed for water and wastewater services with payment due as always. We understand that the uncertainty of our current situation has created hardships for some in our community and we are here to support you. Please attempt to make regular payments.

The EO prevented late charges, penalties, and disconnections of service for nonpayment to RESIDENTIAL accounts. Any penalties applied to residential accounts prior to March 31, 2020 are still owed. Penalties accrued during the time frame of March 31, 2020 – July 29, 2020 have not been charged. As of July 30, 2020, penalties will now be applicable to payments not received by the due date of the 10<sup>th</sup> of every month. All other charges including service charges for new accounts, tap fees, non-sufficient fund charges, convenience fees, etc. will still be assessed and payable at the time the charge is applied. Though service to residential accounts was not disconnected for non-payment during the period of 3/31 – 7/29 please note that service can still be disconnected for meter tampering.

If you feel that you will not be able to pay utility bills on time, please contact our office at 828-397-6294 to discuss what options we may have to assist you. We will provide arrangements for payback due to arrearages accumulated during the effective period of the executive order. (*March 31<sup>st</sup> – July 29<sup>th</sup>*)

As posted, our office lobby is open but we are also allowing all transactions to be handled through our drive through window and over the phone to avoid exposure so we can better serve you as a utility in the days ahead. Utility payments may be made by the following options; via online, phone payments using a credit/debit card, or you may sign-up for bank draft by emailing a bank draft enrollment form, found on our website, to the email below:

EMAIL: [icardwater@icardwater.com](mailto:icardwater@icardwater.com)

PHONE: 828-397-6294

ON-LINE PAYMENTS: <https://icardwater.com/>

EMERGENCIES: 828-397-6294

Finally, if you see our staff in the field while they continue to work, please do not approach them as we are practicing social distancing to keep them safe along with their families. We want to assist you and be the utility that you need for us to be. However, most questions that you have can be answered by calling the office and decreasing not only exposure to us, but to you as well.

Be safe in all you do,

Icard Township Water Corporation  
Hildebran, NC  
Phone: 828-397-6294