

The City of Dunn Water Department is committed to the health and safety of our customers and employees. We continue to monitor the latest local, State and Federal guidelines.

Here is the most up-to-date information regarding COVID 19's effect on the City of Dunn Water Department.

- The City of Dunn is no longer suspending all water disconnections or late fees due to the expiration of North Carolina Executive Order 124/142 on July 29, 2020.
- The City of Dunn will automatically establish payment plans for any past due customer with bills occurring from the February 28, 2020 billing to June 30, 2020 billing. Customers do not have to establish a payment plan by signing a document. If the account has an outstanding balance for the months included in Executive Order 124, the payments will automatically be calculated by dividing the affected balance over a six month period of time. The first month's payment will be due in September 2020 and the last payment will be due in February 2021. Payment plans will be due by the 20<sup>th</sup> of the month (if the 20<sup>th</sup> falls on a weekend, payment is due the next business day) and considered delinquent if not paid by the last day to pay, to avoid disconnection in the current month's billing.
- All City of Dunn utility customers must remain current on their July 2020 billing forward, to avoid disconnection of service.
- If default occurs on the payment plan, utility service will be disconnected. The current month's bill, the payment plan amount, and a \$35.00 administrative fee will be due in full to restore service.
- Partial payments may be made towards the payment plan but the full balance of the payment plan must be paid by the monthly due date, to avoid disconnection of service with a \$35.00 administrative fee.
- It is the customer's responsibility to ensure he or she is making timely payments on the payment plan. The entire past due balance will appear on the current month's bill and the customer will be responsible for payment of the payment plan, along with the current month's bill.
- The City of Dunn Water Department's lobby, located at 401 East Broad Street in Dunn, NC, remains closed for public access and all customers are encouraged to use other bill payment methods during this time in order to slow the potential spread of the virus. These methods include:
  1. Pay in person (Drive thru only). Cash, check, money order, debit or credit is accepted at the Dunn Municipal Building, located at 401 East Broad Street, Dunn, NC 28334.
  2. Pay by night depository. This box is located on the right side the Municipal building at 401 East Broad Street, Dunn, NC 28334.
  3. Pay by mail. All payments should be mailed to City of Dunn Finance Department, Post Office Box 1107, Dunn, NC 28335
  4. Pay by phone. Call OfficialPayments at 1-800-272-9829, Jurisdiction Code 4319, Customer Acct #, followed by #.
  5. Pay online. Login to [www.OfficialPayments.com](http://www.OfficialPayments.com), Jurisdiction Code 4319, Customer Account #.
- Applications for new service or transfers of service are being handled at the drive-thru window or by email or fax. Please call the office at (910) 230-3510 for assistance.

The City of Dunn Water Department remains fully operational and has plans in place to ensure employees will be able to continue to provide reliable, life-sustaining utility services throughout this pandemic.