



## TOWN OF EDENTON

**In response to the economic effects of the Covid-19 pandemic, on March 31, 2020, the Governor issued an Order to all utility providers that prohibits the disconnection of residential utility customers' service for non-payment and the assessment of late fees.**

The Town of Edenton understands the importance of this Order and remains committed to helping our customers that are impacted by current economic conditions related to COVID-19. As part of this commitment, the Town had already waived the penalties and fees that are normally added to delinquent accounts. The Town also has temporarily waived convenience fees for customers who pay their utility bill by credit or debit card.

Please keep in mind that customers will be responsible for paying for all usage and, if possible, should continue to pay on their accounts to avoid accumulating large balances. The Town will continue to read meters and mail or email utility bills.

After the Governor's Order is rescinded, the Town will work with residential customers impacted by financial hardship of COVID-19 to get their account into good standing. A variety of options will be offered including payment plans and budget billing, as well as contact information for emergency energy assistance programs.

**Town Hall (400 S. Broad Street) is temporarily closed to walk-in customers in an effort to follow the social distancing guidelines published by NC Department of Health & Human Services (NC DHSS) for public-facing businesses and agencies. Town Staff will continue working during this time and will still be processing utility payments for customers.**

Customers can still make payments using the following methods:

- Leave payments in the Night Deposit Box in the Foyer of Town Hall.
- Leave payments in the Drive-up Payment Box in the parking lot behind Town Hall on West King Street.
- Make payments online by entering the link below into your browser: <https://logicsolbp.com/townofedenton/login.aspx>. **The convenience fee for online payments has been waived during this time. We strongly encourage customers to opt in to online payments if so desired.**
- Call 252.377.9500 to make payments over the phone. An automated voice response system will guide you through making your payment. If nothing is owned on your account, the system will tell you that your account is not found.

**You will need your account number to make payments over the phone and online.**

Customers who need assistance should call Town Hall at 252-482-7352.