



In these difficult and uncertain times, we want to make sure that you have daily access to the services you need to remain safe and healthy, especially safe drinking water. To help ensure you could remain at home and slow the spread of the coronavirus, the Town of Harrisburg temporarily suspended disconnection of water and wastewater service due to late or non-payment in March as part of our Town-wide response to the COVID-19 pandemic.

Effective April 1st, and consistent with Governor Roy Cooper's Executive Order 124, the Town is now authorized and directed to suspend any **new** penalties including late and reconnection fees, in addition to suspending residential utility disconnects for at least the next 60 days (thru June 1st).

The Harrisburg Town Council has also voted to extend these provisions of the Order to the Town's commercial and industrial customers. This also includes reconnecting any service that is currently disconnected. If you are currently disconnected, please contact the Town's Customer Service Department (704-455-5614) to ensure your service is reconnected. Cutoffs will resume when the emergency is over.

As an added effort to help the Town's utility customers during this time, Town Council also voted to credit all late and reconnection fees charged during the month of March. Anyone that was affected by this will see a credit of the appropriate amount to your accounts.

Please keep in mind that customers are still responsible for paying for all water and wastewater 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 continue to notify any customers that are late in payment, as normal with mailings on the 15th of each month as a courtesy reminder.

All customers are encouraged to use the online payment system or automated phone payment system. The Town is currently waiving online and automated phone convenience fees to help with costs during this time. Bank and credit card drafts, bill pay and drop offs at Town Hall will continue to be accepted. 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 those payment plan options will be released later.

All Town services are operating as regularly scheduled, and Town employees are taking precautions to protect themselves and the community. Some reminders for all residents:

- Please do NOT flush wipes, paper towels or other items in toilets. Only flush toilet paper so our wastewater pipes and pumps do not become clogged.
- Stay up-to-date with any future service changes on the Town's website and social media.
- The Town will be utilizing an electronic and telephone meeting formats until further notice for Town Council Meetings. Advertisements in newspapers, Town website and social media will include login information as well as phone numbers to use to call into the meetings if you do not have a computer or internet access. The Town will also be accepting emails, regular mail and phone messages for public comment as well. You can also call 704-455-5614 or visit the Town's website to get more information.
- Do not call 911 unless it is an emergency; call **704-920-3000** for non-emergency assistance.

Residents are reminded that this is a serious health crisis. The state-wide, county and Town Stay-at-Home order remains in effect until at least April 29th. Violating the Stay-At-Home order is a class-two misdemeanor.

You must stay home except for your job, to get food, medicine or outdoor exercise, or to help others.

The order also 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, but bathrooms, playgrounds and sport courts are closed. Everyone should practice responsible social distancing while outdoors.

Continue to monitor information provided by the CDC at <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>, NCDHHS at <https://www.ncdhhs.gov/divisions/public-health/covid19>, Town of Harrisburg at <https://harrisburgnc.org/614/COVID-19> and Cabarrus Health Alliance at <https://www.cabarrushealth.org/555/Coronavirus-Information-Page> in addition to any official State or County communications.

All residents are urged to Stay-at-Home, exercise judgment and take the following precautions as appropriate:

- STAY HOME AND CALL YOUR DOCTOR, IF NEEDED

Most people who get COVID-19 will recover without needing medical care. The Centers for Disease Control and Prevention (CDC) recommends that you stay home if you have mild symptoms – such as fever and cough without shortness of breath or difficulty breathing. You can call your doctor to see if you need medical care.

- MOST PEOPLE DO NOT NEED A TEST

When you leave your home to get tested, you could expose yourself to COVID-19 if you do not already have it. If you do have COVID-19, you can give it to someone else, including people who are high risk.

- ISOLATE YOURSELF

o If you are sick with COVID-19 or believe you might have it, you should stay home and separate yourself from other people in the home as much as possible.

o You can stop isolating yourself and go back to your normal activities when you answer YES to ALL THREE questions:

1. Has it been at least 3 days (72 hours) since resolution of fever without the use of fever-reducing medications?
2. Has it been at least 3 days (72 hours) since you have had an Improvement in respiratory symptoms (e.g. cough, shortness of breath)?
3. Has it been at least 7 days since symptoms first appeared?

Reference: NCDHHS Patient Guidance

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

- Wash hands frequently with soap and water for at least 20 seconds at a time.
- Avoid touching your 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.