



Roanoke Rapids Sanitary District

P.O. Box 308
1000 Jackson Street
Roanoke Rapids, NC 27870
(252) 537-9137
Fax: (252) 537-3064
www.rrsd.org

DATE: April 3, 2020
TO: RESIDENTIAL Customers
FROM: Roanoke Rapids Sanitary District
SUBJECT: Governor Roy Cooper Executive Order 124

Dear Customer:

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. For that reason, on March 26, 2020 we suspended account cutoffs, delinquent fees and non-payment penalties as part of our response to the COVID-19 pandemic. Governor Roy Cooper signed Executive Order 124 on March 31st that required all utilities in the state to do the same. This Order lasts for 60 days. Cutoffs will resume when the emergency is over.

While we realize you are facing challenging circumstances, we still must let you know that if we do not receive payment for your utility bill, your account will be overdue. We understand these difficulties may be overwhelming. We can offer several options. If you can't pay the full amount, you can pay smaller amounts over the coming months. This will reduce the amount you owe and protect you from the financial stress of a single, large utility bill. For more information, please contact us at (252) 537-9137 or online at <https://rrsd.org/>. We can also provide information on community resources that may be able to offer some support.

If your payment has been made, thank you and please pardon the confusion. You may disregard this reminder.

Finally, we want you to know that our water remains safe to drink. There's no need to purchase bottled water. The World Health Organization and Centers for Disease Control and Prevention say the COVID-19 virus has not been detected in drinking water. Normal treatment processes like those used at our filter plant kills and/or inactivates the virus.

We sincerely hope that you and your family remain safe during this crisis.

Regards,

Roanoke Rapids Sanitary District
Customer Services