



TOWN OF RIVER BEND

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COVID-19 Related Utility Billing Update – EXTENDED

The Town of River Bend continues to support residents and our utility customers during the COVID-19 pandemic. We previously communicated that the Town would not disconnect residential water and/or sewer service due to late or nonpayment during the term of Executive Order 124 (EO 124). The Town also stated we would not be assessing penalties and fees associated with late and nonpayment of residential utility accounts during the term of EO 124, which was set to expire on June 1. The Governor has issued Executive Order 142 (EO 142) which amends EO 124 to extend its effective period by 60 days. Currently, EO 142 is set to expire at 11:59 p.m. on July 29, 2020. If EO 142 is extended, the Town will extend the terms of these conditions.

Please keep in mind that customers are still responsible for paying all other billing associated with water and/or sewer service. Your normal fees (base + usage) will not be waived. Only late fees and nonpayment fees will be waived during the term of the EO. The Town of River Bend only sends utility bills bi-monthly (every other month). In order to avoid accumulating large balances, customers are encouraged to continue to make payments, even if you cannot pay in full. Even though the Town only sends utility bills bi-monthly, customers can make a partial payment anytime.

For those customers whose account became delinquent between March 29 and May 30 or that become delinquent between May 30 and July 29, the Town will offer a payment plan. The payment plan will consist of the delinquent balance being divided equally by 6 and being due in 6 equal installments over a 6 month period. For example, a customer who has a \$300 delinquent balance on July 29, 2020 will be able to make 6 equal payments of \$50 over the following 6 months. The \$50 monthly payment will be due in addition to what your utility bill is for that billing cycle. Remember, the Town only bills bi-monthly. Therefore, in this example, your monthly payment of \$50 for August will be due in addition to your regular bi-monthly bill for May and June which is also due in August. If you choose to do so, you can pay the outstanding balance in full at any time or you can pay more than the minimum amount due. Upon expiration of EO 142 (currently set to expire at 11:59 p.m. on July 29, 2020), all late and nonpayment fees will return to being effective as they were before the EO.

These temporary regulations ONLY apply to RESIDENTIAL accounts.

NON-RESIDENTIAL accounts will be subject to all the normal fees and policies.