



South Granville Water and Sewer Authority  
415 Central Ave, Suite B Butner, NC 27509

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**TO:** South Granville Water and Sewer Authority (SGWASA) Customers  
**FROM:** Scott N. Schroyer, Executive Director *SNS*  
**DATE:** April 3, 2020  
**SUBJECT:** **COVID-19: NC Governor Cooper's Executive Order (EO) 124**

As a provider of essential utility services, SGWASA is focused on maintaining the delivery of water and wastewater services while simultaneously helping to protect the health and well-being of our customers.

On March 31, 2020, Governor Cooper issued Executive Order 124. A summary of the details that may affect SGWASA customers is reflected below.

#### **Executive Order 124 - Summary**

- Prohibits disconnecting **residential** utility services for nonpayment of the monthly utility bill for 60 days
- Suspends assessment of late fees for residential customers for 60 days
- Suspends assessment of non-payment fees for residential customers for 60 days
- Requires SGWASA to reasonably inform its customer of these new prohibitions
- Requires SGWASA to provide one or more reasonable payment plan options to its residential customers
- Requires SGWASA to allow customers the opportunity to make reasonable payment arrangements to pay off accumulated balances over a six (6) month period
- Requires SGWASA to report certain information on a weekly basis to the NC Utilities Commission

#### **Customer Balances**

The Executive Order does not waive billed balances or suspend future billing. Customers are responsible for all outstanding balances billed prior to and subsequent to the Executive Order. You may be experiencing changes in cash flow during this period. Please stay as current as possible with payments to avoid accumulating a large balance that may be difficult to pay later. For your convenience, we have Payment Arrangement Agreement(s) available.

#### **On-Line Customer Services Available**

Save a trip to our office by performing many customer services online. We strongly encourage our customers to use remote options for bill payments, service requests and other business. Electronic bill payments can be made using our online payment portal with your VISA or Mastercard debit/credit card. Online payments using our portal do not incur a convenience fee. Please use the payment link on our homepage at [www.sgwasa.org](http://www.sgwasa.org).

You may also pay electronically using your bank's online bill pay procedures. In these cases, your bank sends electronic payment overnight via ACH. If electronic payment is not available to you, you may pay by mailing a check or placing the payment in the drop box located in our parking lot.

Most billing questions, closing of an account, and other functions can be done via telephone. If you need help with remote bill payments or customer service, then please contact us weekdays from 8:00 am-5:00 pm at 919-575-3367.

### **Preventative Measures in Place**

We are monitoring the guidance from the World Health Organization and the Centers for Disease Control and Prevention, and from our industry peers and government agencies. Based on their input, we are implementing preventive measures to help keep our employees and others as safe as possible from the spread of the virus. Our employees who interact with customers will be maintaining a safe distance.

Additionally, we are also proactively taking steps to help ensure the stability and continuity of our utility operations, including resource and supply chain planning. You can continue to stay up to date on the latest information about our response and preparations for the virus on our website at [www.sgwasa.org](http://www.sgwasa.org).