



# Quarterly Newsletter

# City News



## Important Billing Message...

The Governor's Executive Orders 124 and 142 placed a moratorium on residential customer disconnections from March 31, 2020 to July 29, 2020. For customers who have any unpaid balances over this March 31-July 29 timeframe, the executive orders require that these customers must be given the opportunity to pay their balance (the amount in arrears) using a reasonable payment arrangement that spreads out repayment of those balances over at least six (6) months from the expiration of the executive orders on July 29<sup>th</sup>.

The City of Laurinburg suspended disconnections and late fees prior to the Governor's Executive Orders, therefore, in order to assist our customers further, any unpaid balances for monthly residential utility bills dated March 1 to July 1 will be included in the utility payment plans. The total of any unpaid balances during this time period will be split into six (6) equal, fixed monthly installments.

Each customer will be given a copy of their individual payment plan that shows the amount of their monthly installment. Please contact Customer Services if you have not received a copy of your payment plan at 910-276-1521.

The payment plans only include the monthly utility bills dated March 1 to July 1. Please note that customers will be required to pay their monthly installment in addition to any current amount due beginning with the bills dated September 1, 2020. In order to comply with the payment plan, customers need to pay the amount of their monthly installment for any unpaid balances in addition to their current monthly amount due going forward, or their account will be subject to disconnection. Normal disconnection policies resumed with the bills dated August 1.

Please contact Customer Services at 910-276-1521 for any additional questions. As always, thank you for allowing us to serve you.



Find us on Facebook

Facebook can be a great tool to help keep our residents and customers informed. The city has a facebook account under "City of Laurinburg Government" and recently the sanitation department has been using this page each Thursday to keep our customers informed on where the trucks are for yard waste pick up.

Each Thursday afternoon, the sanitation department announces where the trucks are on the route and even explains how the routes are mapped out. This extra information should help our residents plan when they want to do their yard work and put limbs out by the curb for collection.

If you have any questions about which map and section your address is closest to, feel free to call Public Works at 910-276-2364 and we will be happy to assist you.

## Calendar of Events

**City Council Monthly Meetings**  
City Council Chambers @ 7:00p.m.  
October 20; November 17; December 15

**Customer Appreciation Day**  
Consumer Billing at City Hall  
October 7th, 2020

**City Offices Closed**  
Thanksgiving — November 26-27  
Christmas — December 24-25  
New Year's — January 1

**See Back for Holiday Sanitation Schedule**

## Customer Appreciation Day

**COME CELEBRATE WITH US!!!**

Although all city buildings are still closed to the public until further notice, we welcome you to come through the drive-thru lane at City Hall located at 303 W Church Street, on Wednesday, October 7, 2020.

We will hand out gifts at the drive-thru, have helpful energy tips, and enjoy an opportunity to celebrate Public Power Week together.

We look forward to seeing you on **October 7th**.

## Annual Tree Give Away Program

Would you like to have a small tree planted on your property? If so, and you live inside the city limits, this may be the program for you. The City of Laurinburg Beautification Department will be taking orders during October 5th - 9th. If you would like a tree to be planted on your property, simply call us and let us know. We will have several types of trees to choose from. We will give you a flag to put on your property at a location visible from the street. At a later date in November, we will come back and plant the type of tree you chose.

Because this is such a popular program, we can only give 2 trees per customer each year with a limit of 4 trees per lifetime. Also, we ask that you do not call before October 5th, as we are unable to take pre-orders. If you would like to take part in this years "Annual Tree Give Away Program", please call the Beautification Department at 910-276-8324 during the week of October 5-9, 2020 from 8:00-5:00pm.



## Important Notice

Please keep in mind that if you have a building that has been unused due to COVID or any other reason and are reopening, you need to do the following:

- Fully flush all plumbing fixtures for about 10 minutes or until there is fresh water throughout the building.
  - Drain and refill storage tanks such as water heaters and softeners.
- Ice Machines should be cleaned and flushed. Also, at least 3 batches should be dumped before allowing the public to use.
  - Ensure safety equipment, eye wash stations, and showers are clean and well maintained.

For other COVID-19 related resources, please visit [www.ncrwa.org](http://www.ncrwa.org) or the Public Water Supply Section at [www.deq.nc.gov](http://www.deq.nc.gov).

## Holiday Sanitation Schedule

*The City of Laurinburg will be closed on Thursday, Nov. 26th and Friday, Nov. 27th for Thanksgiving. The residential garbage, bulky items, and "RED" recycling route for Thursday, Nov. 26th will be picked up on Wednesday, Nov. 25th. The commercial dumpsters for Thursday and Friday of that week will be picked up on Wednesday, Nov. 25th, while the cardboard dumpsters for Wed. will be picked up on Tuesday.*



*The City of Laurinburg will be closed on Thursday, December 24th, and Friday, December 25th for the Christmas Holiday. All solid waste routes for Thursday and Friday will be picked up on Wednesday, December 23rd.*

*The City of Laurinburg will be closed on Friday, January 1st 2021 for the New Year's Day Holiday. All commercial solid waste routes scheduled for Friday will be picked up on Thursday of that week.*

