



TOWN OF TROY UTILITY CUSTOMERS AND CITIZENS

In an effort to further comply with current stay at home restrictions and to balance the need to protecting town employees and their families while still maintaining a functioning town workforce to serve and preserve the safety, health, and welfare of all our citizens the following measures will be effective April 6, 2020.

1. The regular scheduled April 6, 2020 town board of commissioner meeting has been cancelled and all items of business will be handled at the next meeting of the town board.
2. Troy town hall will be fully open for all business Monday thru Friday from the hours of 8 a.m. to 5 p.m. will all current access restrictions still in place.
3. All utility billing will continue as normal, however, Pursuant to Governor Cooper's Executive Order No. 124, The Town of Troy will temporarily suspend the disconnection of delinquent utility accounts until June 1st, 2020. During this time, no new late penalties will be assessed. Customers, who are experiencing a hardship due to COVID-19 or your account is currently past due, are encouraged to call Troy Town Hall (910) 572-3661 to discuss payment arrangement options, which include adjusted payments for a period of up to six (6) months. The Governor's executive order does not relieve the customer of the responsibility to pay any amount accrued during period of no disconnection of service. It is strongly encouraged that customers try stay as up to date with your payments as possible to avoid building up a large balance that will be difficult to pay off later when the Executive Order expires. Payment options for utility customers are as follows:
 - Drive thru: (Open 8 AM – 5 PM, located at the back of Town Hall) – Payments may be made by cash or check.
 - Drop Box: (Located beside Drive-Thru behind Town Hall)- Payments may be by check or money order.
 - Pay On-Line: Payments may be made by credit/debit card on the Town of Troy's website <http://www.troy.nc.us> then press Online Bill Pay
4. Although our Town facilities are closed to the public at this time to help slow the spread of COVID-19, we are still here for you. We are still providing essential services to keep our community safe and clean.
5. All 24 hour a day municipal operation, which includes Police, Fire, and Wastewater Treatment will remain on normal schedules.
6. All Public Works/Parks and Recreation operations will continue to operate daily to meet operational efficiencies. Public Works will continue to pick up leaf, limb and yard debris, however, **beginning April 9th the town will not be able to collect household goods until further notice.**

7. Sanitation services will continue to operate as scheduled, with garbage collection taking place on Fridays. Please ensure all garbage is placed inside of the garbage cans as collectors will not be able to leave trucks to pick up trash.
8. All on call Public Works personnel will remain available to handle after hour issues.
9. All Town of Troy Parks and Recreation Trails and open space areas will remain open to the public as long as social distancing guidelines are observed. Those guidelines require 6 feet of distancing between persons and groups of no more than 10 people. **ALL PLAYGROUNDS AND PLAYGROUND APPARATUSES ARE CURRENTLY CLOSED.**

It is currently projected that COVID-19 cases in North Carolina may peak around the end of April. There is growing evidence nationwide that, until a vaccine and accepted treatment therapies are in place, social distancing obtained by adhering to stay in place orders are the most effective way to prevent/slow the spread of COVID-19. Please

Please continue to practice social distancing and stay home unless it is necessary to be out.

Together, and as a community, Troy will Triumph during this most unprecedented time in our history.