



**Public Utilities**  
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April 2, 2020

To All Franklin County Public Utilities Customers,

On March 31, 2020, Governor Cooper executed Executive Order 124 which dictates that the Public Utilities Department must inform our customers on the applicable provisions contained in Executive Order 124. The provisions that the department is following are:

- The department will offer payment plan options for customers who are having difficulty paying their utility bill during this COVID-19 pandemic
- The department will not disconnect customers for late or non-payment of their utility bill
- The department will not charge late or delinquent fees
- The department will reconnect customers who were disconnected

These provisions will be followed for the duration of Executive Order 124, which is set to expire in 60 days from March 31, 2020.

Please stay safe and continue washing your hands for 20 seconds and using hand sanitizer frequently and continue to observe the social distancing recommendations.

Regards,  
Franklin County Public Utilities Department