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FRANKLIN COUNTY

PRESS RELEASE

Franklin County Public Utilities Billing

Youngsville, June 10, 2020: Franklin County Public Utilities has received some questions regarding the May and June billing cycles. Due to COVID-19 safety procedures and Executive Order 124 issued by Governor Roy Cooper, Franklin County Public Utilities did not read water meters for the May billing cycle. Most customers were only billed the base fee for the May billing and any usage above the minimum was included on the June billing. The base fee for water-only accounts is \$30 and the base fee for accounts with both water and sewer is \$65.

The May billing cycle included service for the period from March 16, 2020 through April 15, 2020. Franklin County Public Utilities only billed for the base fee of 0-2,000 gallons even if your usage was more than 2,000 gallons. A flyer was included with the billing to notify customers of this change.

Franklin County Public Utilities staff read water meters for the June billing cycle which included service from April 15, 2020 through May 14, 2020 and any usage in excess of 2,000 gallons from the May billing was detected with this reading and included on the June billing.

If you have any questions, please contact customer service at 919.556.6177. Franklin County Public Utilities Department apologizes for any confusion that this may have caused.

Franklin County Government is committed to effective and innovative public services for all Franklin County citizens and businesses.