



June 15, 2020

Dear Customer:

In response to the COVID-19 pandemic, the Town of Apex has suspended all disconnections for non-payment and late fees through August 31, 2020. Our goal is to support those in our community that may be experiencing financial hardship from the pandemic.

While disconnections and late fees are waived through August, it is important to note that account balances will need to be paid at a future date.

We encourage customers to take steps now to reduce their future financial obligation, including the following:

- Make a partial payment, if a full payment is not possible.
- View information regarding payment plan agreements at [www.apexnc.org/paymentplan](http://www.apexnc.org/paymentplan). Customers with a payment plan will make equal monthly payments across nine months.
- Conserve water to reduce the amount you will owe. Avoid watering your lawn or washing your car at this time. Find more tips at [www.apexnc.org/WaterConservation](http://www.apexnc.org/WaterConservation).
- Set your thermostat at a comfortable level, but not lower than necessary, in order to save in electricity costs.
- Check toilets and faucets for leaks. Even small leaks can add up to high consumption. The Town will continue to notify customers of excessive use of water as we have done in the past.

For the safety of our customers and town staff, we respectfully request that customers choose one of the payment options below when possible:

- Telephone 919-362-8676, (select option 1)
- Drop box in the parking lot of Town Hall located at 73 Hunter Street
- Town of Apex website <https://www.apexnc.org/239/Utility-Account-Access-Payment>

Kind Regards,

Town of Apex  
Finance and Utilities Department