

Important Notice: (posted 4/6/20)

During the COVID-19 and Stay-at-Home emergency, the City of Cherryville is working hard to support residents and utility customers. To help ensure residents can remain at home and slow the spread of the coronavirus, the City of Cherryville will not disconnect residential water, wastewater and/or electric service due to late or non-payment and did not disconnect utility services in March. In addition, effective April 1, and consistent with the NC Governor's Executive [Order 124](#), the City is waiving penalties including late and default fees in addition to suspending residential utility disconnects for at least the next 60 days (June 1).

Please keep in mind that customers are still responsible for paying for all usage. Customers should continue to make payments on their accounts to avoid accumulating large balances, even if they cannot pay in full. Since utility account balances will not be forgiven, only deferred, customers having trouble paying utility bills in full or on time are **strongly urged to make incremental payments** during this time.

The City will have payment plans available for residents that are unable to pay their bills in full over the next 60 days; details about payment plan options will be released later.