



Settled 1752
JAMESTOWN
NORTH CAROLINA

April 3, 2020

Dear Town of Jamestown Utility Customers:

On March 31, 2020, Governor Roy Cooper signed Executive Order No. 124, mandating additional consumer protection measures for North Carolina citizens. In an effort to comply with that order, the Town of Jamestown will not add late fees or non-payment fees nor disconnect service for residential customers for the next 60 days beginning April 1.

While the Town will be working with customers who are going through especially difficult financial times, it is important to realize that utility balances will not go away. There is currently no legal authority for the Town to waive account balances. As long as services are being used on any account, the total balance will increase. It is recommended that you stay as current as possible. Town staff will work with you to set up a payment plan if needed.

Town Hall remains closed to the public. However, staff is working and can receive payments through the drop slot. You may also visit the Town website at www.jamestown-nc.gov and use the payment portal linked there. Customers may also call 833.394.6865 and make payment by telephone. The Town does not charge any convenience fees for online or telephone payments.

Town staff continues to work hard providing essential services for the citizens of Jamestown. It is an uncertain time, but staff is available at 336.454.1138 Monday through Friday from 8:30 am until 5:00 pm to answer questions that arise. Together we can safely work through the current healthcare crisis.

Kenny Cole
Town Manager