

THE METER READER

Spring 2020

NEWS AND INFORMATION FROM THE CITY OF ASHEBORO

CITY OF ASHEBORO
NORTH CAROLINA
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Message from Mayor David H. Smith Regarding COVID-19

The Covid-19 pandemic is sweeping the world. Asheboro and Randolph County are not immune to this virus, nor are we isolated from the devastation associated with it. Governor Cooper, as well as most other Governors, have issued executive orders to stay at home, practice social distancing, restrict unnecessary travel, and actually closed many businesses. The purpose of such orders is to “flatten the curve” of exposure and minimize the devastation headed our way.

Managing and containing our exposure will require cooperation and a level of sacrifice not seen in recent times. WE ARE ALL IN THIS TOGETHER!!! And TOGETHER we can defeat this virus to preserve the community that we love and cherish.

It is imperative that we all follow the healthcare experts’ directives to shelter in place, avoiding groups of 10 or more, and practice social distancing (even with relatives). This virus is spread by human interaction and we can minimize the spread.

Our first responders and our health care professionals are our front line warriors battling this virus. These fine men and women stand ready to serve and assist you. Please keep them in your prayers. I urge each of you to follow the rules put in place for your protection and please remember to practice patience and kindness as we navigate these uncertain times.

Please do your part....Stay Safe, Stay Well, and Stay Home!

Information Regarding Past Due Utility Accounts

Residential and non-residential utility customers who are experiencing a hardship due to COVID-19 or whose accounts are past due are encouraged to call the Billing Office at (336) 626-1222 to discuss payment arrangement options. There will be no disconnection of service or the assessment of new fees due to late or non-payment through May 31, 2020. Although public access to city facilities is restricted, the Billing Office remains open and staff is available to assist customers over the phone. We do encourage customers to stay as up-to-date with payments as possible to avoid building up a large balance that may be difficult to pay off.



Questions? Contact
Technical Services at 336-672-0892 x 218

A clogged drain at home can be costly. Clogged sewer lines can cause overflows that pollute nearby streams & creeks. By limiting garbage disposal use, using strainers to catch food scraps and collecting kitchen grease in a container for disposal, you can keep Fats, Oils and Grease from clogging up your home’s drains and the city’s sewer lines. Remember, never pour grease or food particles down the drain and always scrape food and grease from pots and pans before washing.

Your 2019 annual water quality report is now available!

In 2019, the City of Asheboro Water Plant sampled for more than 150 contaminants in the drinking water. All sampled contaminants were within EPA regulated limits and no health based violations were reported. A PDF version is available on the City of Asheboro Website on the Water Resources Department page. Please go to <https://tinyurl.com/ycvkef6r> to view your 2019 annual water quality report and learn more about your drinking water. This report contains important information about the source and quality of your drinking water. For a translation of the water quality report or to speak with someone about the report please call (336) 626-1215. If you would like a paper copy of the 2019 Annual Water Quality Report mailed to your home, please call (336) 626-1215. For more information about how we maintain the safety of your drinking water and to view previous year's reports go to: asheboronc.gov/government/departments/water_resources/index.php.

¡Su informe de agua anual 2019 ya está disponible!

En 2019, la Planta de Aguas de la Ciudad de Asheboro tomó muestras de más de 150 contaminantes en el agua potable. Sin embargo, estos contaminantes estaban dentro de los límites regulados por la EPA y no se informaron infracciones relacionadas con la salud. Para ver su informe de calidad de agua anual 2019, visite <https://tinyurl.com/ycvkef6r> e infórmese sobre su agua potable. Este informe contiene información importante sobre la fuente y calidad de su agua potable. Para una traducción del informe de calidad del agua o para hablar con alguien sobre el informe, por favor llame al (336) 626-1215. Si usted desea que se le envíe a su casa una copia impresa del Informe Anual de Calidad del Agua 2019, por favor llame al (336) 626-1215. Para mayor información sobre cómo la Ciudad de Asheboro mantiene la seguridad de su agua potable y ver los informes de años anteriores, vaya a asheboronc.gov/government/departments/water_resources/index.php.

Reminder of Account Number Changes

At the end of March, 2020, the City of Asheboro upgraded our Utility Billing Software. As a result, all account numbers now have a suffix that has been added to the account. This suffix is reflected on invoices. All customers will need to make sure the suffix is added to the account number when paying any invoices to assure proper credit for your payment.

Do Not Flush Disposable Wipes

The Water Resources Division wants to remind our customers that the 3 P's: Pee, Poop, and (toilet) Paper is all that should ever be flushed down the drain. Wipes, rags, and other alternatives marketed as "Flushable" do not properly break down in our sanitary sewer. This causes clogs, pump failures, and sewer overflows which can be harmful to our community and the health of our workers and residents. Please remember to dispose of all wipes, rags, tissues, paper towels, diapers, and feminine products, regardless of the manufacturer's claims to be flushable, in the TRASH and not down the drain.