



Town of Black Mountain

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Mayor
Don Collins

Board of Aldermen
Vice-Mayor Maggie Tuttle
Alderman Ryan Stone
Alderman Larry Harris
Alderman Jennifer Willet
Alderman Tim Raines

Town Manager
Josh Harrold

Assistant Town Manager
Dean Luebbe

Assistant to Town Manager/Town Clerk
Angela Recce

March 16, 2020

Black Mountain Water Customer:

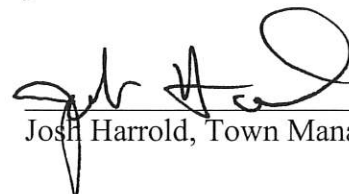
As communities begin to feel the impact of the coronavirus (COVID-19), The Town of Black Mountain would like to share with you the steps we are taking to help protect the health and safety of our citizens and employees, which is always our top priority.

We are closely monitoring local and national reports on the evolving impact of COVID-19. Based on guidance from the Centers for Disease Control (CDC), the World Health Organization, the Buncombe County Department of Health and Human Services, and other applicable public health agencies, we've developed contingency plans and are taking the proper recommended precautions. In all Town facilities, we have added extra sanitation measures including daily disinfecting of surfaces, we are encouraging frequent hand washing and we have implemented social distancing policies and banned employee travel aimed at protecting the health and well-being of our teammates and the public. We have canceled all advisory board and commission meetings for the next thirty days and have suspended disconnections of residential water service. Mayor Collins has ordered reconnection of any inhabited residential water accounts that were disconnected to be reconnected during this event. Customers will remain responsible for their usage and bill. The Town of Black Mountain will not disconnect any customer's service for non-payment, in order to give customers experiencing financial hardship extra time to make payments. We will continue to read meters and send bills. Customers should pay what they can to avoid billing up a large balance that will be harder to pay off later.

All town facilities will be closing to the public beginning at 4:30 p.m. on Monday, March 16, 2020. Water Customers may continue to pay their payments online or through the drive through window. In the event operations are further impacted, additional notices will be sent out via the Town's website alerts and/or CodeRed.

We feel deeply for those who have been affected already. The Town of Black Mountain is here to help in any way possible. Again, the health and safety of our citizens and employees is our top priority, and we are committed to doing our part to help keep Black Mountain safe.

Please reach out if you have any questions or concerns.


Josh Harrold, Town Manager