

MEDIA RELEASE

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ONWASA GRANTS FEE RELIEF TO CUSTOMERS FOLLOWING FLORENCE

ONWASA has waived a number of fees in an effort to grant its customers additional financial relief and flexibility in the aftermath of Hurricane Florence. In a special meeting of the Board of Directors of the water utility, the decision to adopt fee relief was unanimously adopted.

“Customers of ONWASA have experienced great losses” said ONWASA Chairman Greg Hines. “Our utility is part of the community and we have a responsibility to help where we can”, he went on to say.

The waiver of fees takes place during a “Recovery Period” that is identified as between September 11, 2018 and November 1, 2018. During this time the following fee changes are effective:

1. If a customer’s home is uninhabitable and they prefer their water service to be disconnected, ONWASA will suspend their account and lock the meter until they would like to restore the service. No charges for suspension or reopening the account will be assessed to the customer.
2. If a customer’s home is uninhabitable but they would prefer their water service continue, they will be billed their normal usage charges.
3. Late Fees and Non-Payment Processing Fees will not be charged during the Recovery Period of September 11 – November 1.
4. Late Fees and Non-Payment Processing Fees assessed prior to September 11, will be held in abeyance until November 1.
5. If a customer has a leak during the recovery period, they will be averaged billed. This will be done automatically with no action on the part of the customer.

“Our employees worked 24-7 to keep the water on during the storm”, said ONWASA CEO Jeff Hudson. “I am very proud to serve with them and thankful that the Board of Directors took these additional measures to help our community,” he said.

Customers with questions about their water utility are invited to call ONWASA at 910-455-0722.

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