

We know our customers' normal routines may be disrupted during this time, from altered work and school arrangements to cancelled events and travel plans. For those impacted by current economic conditions related to COVID-19, we encourage customers to contact us and do not wait until a hardship situation arises. If you are affected, let us discuss various payment options with you. We offer flexible options that include a possible payment plan or a payment extension. We review each customer account on a case-by-case situation.

If you experience trouble paying your bill, we are willing to work with you. Various payment options are available, including:

- Budget billing, a program that averages usage over 12 months to offer the same bill amount each month.
- Energy assistance programs or other payment arrangements for eligible customers, based on their situation.
- We encourage customers to pay their bills from the convenience of their home through Online Bill Pay.
- Alternatively, join the City of Wilson customers currently enjoying the benefits of paying utility bills during hours convenient to their personal schedule with Wilson's Express Pay conveniently open 24/7. You can call 252.399.2200 night or day seven days each week and receive your utility bill or Greenlight account information and/or pay your bill. \*\*Please remember peak hours are typically between 9:00 am to 5:00 pm and lines may be busy. The first week of each month is also a busy time. If you are able to call outside of these times, the risk of being put on hold is greatly reduced.
- In addition to the flexible opportunities above, our Customer Service Business Office and Fikewood Plaza Office are open for drive-through operations only during business hours.
- NEW Accounts – We have a drive-through window at the Customer Service Business Office dedicated to new account customer service. (Visit the [www.wilsonnc.org](http://www.wilsonnc.org) website and look under Financial Services, Customer

Services and Business Operations, Establish Services for additional information on how to establish utility services.)

Unfortunately, this crisis also provides an opportunity for scammers, who prey on fears to achieve their illegal gains. Please remain alert to interactions that seem improper, including calls demanding payment to avoid immediate shutoff. If you sense something is not right, please call the customer service number (252.399.2200).

This pandemic is unfolding, with new information available at regular intervals. Please remain informed and keep yourself and your family safe during this time. We stand ready to assist you as we move through this situation together.