

## TOWN OF GREEN LEVEL

"On The Move"

May 2020



### OFFICE CLOSED TO THE PUBLIC BUT WE ARE STILL AVAILABLE TO SERVE YOU!

Our office is closed to the public but we will continue to serve the Town of Green Level residents from 8am-5pm via phone (336) 578-3443, email [town-email@greenlevelnc.com](mailto:town-email@greenlevelnc.com) and/or our website [www.greenlevelnc.com](http://www.greenlevelnc.com). We are closed for the Memorial Day Holiday (Monday, May 25, 2020).

### HOW DOES NORTH CAROLINA EXECUTIVE ORDER #124 AFFECT MY UTILITIES?

1. Utility Companies **can not** disconnect customers for non-payment March 30 – June 1, 2020
2. Utility Companies **can not** charging late fees nor disconnection fees March 30 – June 1, 2020
3. Utility Companies can offer customers Payment Plans to clear up an outstanding balance.

At the Town of Green Level we offer two options:

**Option 1:** Contact Regina Johnson, Billing Specialist to make payment arrangements that meet your circumstance.

**Option 2:** Total amount incurred March 1 -June 1 divided by six months to be paid along with your new bills June 1<sup>st</sup> forward for six months.

**NOTE:** The bounced check/NSF fee of \$25 will still apply to any payments returned at any time due to insufficient funds, closed account, etc. Failure to pay as agreed on Payment Arrangement June 1<sup>st</sup> forward will result in disconnection. **We will continue to read meters and send bills, so it's best to pay what you can to avoid building up a large balance that will be harder to pay off later.** Please contact the Billing Specialist at (336) 578-3443 ext. 224, press 1 for utilities or send an email to [rjohnson@greenlevelnc.com](mailto:rjohnson@greenlevelnc.com) to discuss your account if needed. The Office Assistant, Maria, is also available to help you at ext 222.

### TOGL PARKS AND RECREATION

Per the NC and Town of Green Level State of Emergencies:

- Park Hours are 8:00am – 4:00pm Monday-Friday only. The Park is closed on Saturday and Sunday.
- Park visitors are to practice Social Distancing while walking or running at the park. Group size 10 or less.
- **The basketball court, playground area and exercise equipment are closed.**
- Parks and Recreation Director, Bernard Johnson [bjohnson@greenlevelnc.com](mailto:bjohnson@greenlevelnc.com) or (336) 516-1721

### MAY 14<sup>TH</sup> VIRTUAL TOWN COUNCIL MEETING 7pm

- To **listen** to the meeting with no video please call (301) 715-8592
- To **watch** the meeting live please download zoom.us on your electronic device and then use Meeting ID# 814 4553 1316 and password #985317



### TRASH PICK UP UPDATES

We have had an increased number of calls from residents saying that Republic has come before they had a chance to put their trash out on Monday morning. **We encourage each resident to put their trash can out Sunday night to ensure pick up on Monday, as they can pick up as early as 6 am.** Due to health concerns for their employees, Republic is enforcing the following:

- All trash must be in trash bags and the bags must be tied
- The lid on the garbage can should be closed **if possible**
- They will pick up trash with the electronic arm, they are not allowed to get out of the truck.

### MARK YOUR CALENDAR!



- Every Monday is regular trash pick-up
  - Tuesday, May 5<sup>th</sup> and May 19<sup>th</sup> Bulk Pickup\*
  - Tuesday, May 12 and May 26th Recycling
  - Tuesday, May 12 Brush Pickup\*
  - Thursday, May 14 7:00pm –Town Council Meeting
  - Thursday, May 15 The May 1st Water Bill is due
- \*BRUSH AND BULK SERVICE RESUMES IN MAY!**  
**Please call (336) 578-3443 no later than 3:00pm the day before Bulk or Brush Pickup to be added to the Pickup List(s)!**

### IMPORTANT PHONE NUMBERS 📞

- (336) 570 – 6302 Alamance County Animal Control Sheriff - to register your complaints about loose animals, animal bites, etc. **before** calling the TOGL Code Enforcer
- (336) 570-6777 Central Communications – to reach law enforcement in a non-emergency
- (336) 516-6435 Town of Green Level After Hour Sewer or Water Emergencies Only (not billing questions)
- (336) 290-0361 Alamance County Coronavirus Hotline
- Dial 211 for food, housing or essential services



### THREE PAYMENT METHODS DURING COVID-19

1. Online at [www.greenlevelnc.com](http://www.greenlevelnc.com) (use credit card, debit card or checking account). You will need your account number and tenant number found at the top of your bill.
2. The black Drop Box located outside the Town Hall Building (checks and money orders only - **NO CASH** - 2510 Green Level Church Road, Green Level, NC)
3. OR Mail: Town of Green Level P.O. Box 974, Haw River, NC 27258 (checks and money orders only - **NO CASH**)