



# KINSTON PUBLIC SERVICES

Buildings & Grounds, Business Office, Electric, Engineering, Environmental Services, Fleet Maintenance, Meter Reading, Stormwater, Streets, Wastewater, and Water



*Kinston, the right place ... Kinston Public Services, the right choice.*

## INFORMATION REGARDING PAST DUE RESIDENTIAL ACCOUNTS

In pursuant to Governor Roy Cooper's Executive Order No.124, The City of Kinston will temporarily suspend the disconnection of delinquent residential utility accounts until May 31<sup>st</sup>, 2020. During this time, no new late penalties will be assessed. Customers who are experiencing a hardship due to COVID-19 or your account is currently past due, are encouraged to call our 24hr Customer Service Center (252) 939-3282 to discuss payment arrangement options. We strongly encourage customers to stay as up-to-date with your payments as possible to avoid building up a large balance that will be difficult to pay off later when the Order expires. All City provided services will continue to be billed as normal.

Although our City facilities are closed to the public at this time to help slow the spread of COVID-19, we are still here for you. We are still providing essential services to keep our community safe & clean. Payment options are listed below.

**City Hall Drive-Thru:** Payments may be made by cash, check or money order.

**City Hall Drop Box:** Payments may be made by check or money order.

**Pay by Phone:** Payments may be made by credit card, debit card or personal check by calling 252-526-2720.

**Pay Online:** Payments may be made by credit card, debit card or personal check at [www.kinstonpublicservices.com](http://www.kinstonpublicservices.com)

There is no convenience fee associated with any of our payment options.

Please continue to practice social distancing & stay home unless it's necessary to be out. We will get through this together.

To read more about Governor Roy Cooper's Executive Order No.124, visit  
<https://governor.nc.gov/documents/executive-order-no-124>

Sincerely,

Kinston Public Services  
252-939-3282