

Harnett Regional Water is committed to the health and safety of our customers and employees. We are taking the spread of COVID-19 very seriously and continue to monitor the latest local, State and Federal Guidance.

In order to minimize the spread of the virus, HRW is taking the following steps for our customers:

- Effective immediately, HRW is temporarily suspending all water disconnections due to non-payment. We want to ensure that all of our customers have safe, clean water for washing and drinking.
- On March 19 at 12 p.m., HRW's administrative office at 700 McKinney Parkway in Lillington, NC will close and all customers are encouraged to use other bill payment methods during this time in order to slow the potential spread of the virus. These methods include paying online, by mail, by telephone through our interactive voice response system, using the drop-box or drive-thru lanes.
- Applications for new services can be submitted online and verified through a follow up call to our staff.
- We are also suspending all services requiring employees to go inside a customer's residence for any reason other than an emergency situation.

HRW remains fully operational and has plans in place to ensure employees will be able to continue to provide reliable, life-sustaining utility services throughout this situation.