

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.

Here is the latest information relevant to the pandemic's effect on HRW operations.

- HRW is no longer suspending all water disconnections or late fees due to the expiration of North Carolina Executive Order 142 on July 29, 2020.
- HRW will be assisting customers with setting up payment plans to help them manage unpaid balances that accrued from April until the end of July due to COVID-19. Please call our customer service staff for assistance with this process. Please remember and be aware that delinquent HRW water and sewer bills are not being waived. We are simply allowing customers up to six months to pay delinquent bills that accrued from April until the end of July without the account being disconnected or charged late fees. HRW will make every effort to work with customers affected by this crisis to get their account balances paid. Please see additional information on payment plans under our HRW Update section of the website.
- HRW's administrative office at 700 McKinney Parkway in Lillington, NC is closed for public access 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.