

North Vernon Municipal Utilities

143 E Walnut St.
North Vernon, IN 47265
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(812) 346-4691 – Phone
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Board Members:
Terry Thompson, Chairman
Warren Alexander
Patrick Kirchner
Barbara Patterson
Matt Hurley

May 26, 2020

Dear North Vernon Municipal Customer,

In these unprecedented times, it can be difficult to understand what is going on with regards to utility bills as a result of the public health emergency caused by the COVID-19 outbreak. The Utility Service Board of North Vernon decided not to charge penalty fees and nonpayment fees during the course of the public health emergency declared by Governor Eric Holcomb in Executive Order 20-02, which started on March 6, 2020.

Additionally, Executive Order 20-05 deemed that Essential Services were prohibited from discontinuing service to any customer during the state of public health emergency. This was extended until July 1, 2020 by Executive Order 20-25.

The Utilities wanted to provide notice that penalty fees and nonpayment fees shall resume at the termination of the public health emergency and that any customer that is not current will be shut off following the normal shut-off procedures. Normal business procedures will proceed July 1, 2020 unless extended further by Governor Holcomb.

Please take whatever steps are necessary to ensure that any payments are made prior to the end of the public health emergency to ensure consistent service. Payments can be made via drop box, by phone, or online at: <https://www.northvernon-in.gov/departments/utilities.php>.

We will provide further updates if the situation changes.

If your account is current please disregard this letter.

Sincerely,

North Vernon Utility Service Board