



CITY OF DURHAM
DEPARTMENT OF WATER MANAGEMENT
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Administration
919-560-4381
Customer Billing Services
919-560-4412
Laboratory Services
919-560-4386
Plant Maintenance
919-560-4388
Regulatory Compliance
919-560-4381
Utility Engineering
919-560-4381
Wastewater Treatment
North - 919-560-4384
South - 919-560-4386
Water Supply & Treatment
Williams - 919-560-4348
Brown - 919-560-4362
Water & Sewer Maintenance
919-560-4344

August 17, 2012

Ms. Alicia N. Vick
2605 Kirby St.
Durham, NC 27713

RE: Concern with Water Disconnect and Reconnect Fees

Dear Ms. Vick:

The City Manager's Office has asked me to contact you to discuss your inquiry about the City's water disconnect and reconnect fees and policies. I am writing to follow up on the two voice mail messages I have left trying to contact you.

As the person responsible for administering these policies and for making recommendations for any changes, I would be very interested to discuss any questions or concerns you may have.

Unfortunately due to nondiscrimination laws, the City cannot have different fees for services based on income. However, if a customer in financial distress contacts the Customer and Billing Services Department, there are certain types of legal accommodations available such as short-term extensions of the due date and installment payments.

The City appreciates input from citizens and shares your concerns for providing essential services to those most economically vulnerable.

You may contact me at 919-560-4381 extension 35254 or at martha.zeigler@durhamnc.gov if you would like to discuss further. Thank you for this opportunity to be of service.

Sincerely,

Martha A. Zeigler, CPA
Utility Finance Manager