



Vance County Water District



Envirolink, Inc. (System Operator)

P.O. Box 670 (mailing address) / 12362 Oak Avenue (physical address)
Bailey, NC 27807

Phone: 252-235-4900 / Toll Free: 1(888)754-9878

Fax: 252-235-2132

Email: customerservice@envirolinkinc.com

Local Office Hours: 9:00 – 1:00 PM

(Tues and Thurs) 122 Young Street, Henderson, NC 27536

Re: Welcome Letter

Dear Kittrell Water Association Customer,

As of October 16, 2018, you are now a water customer of the Vance County Water District system. The Vance County Water District is excited to welcome you to our water system and we look forward to serving you. Over the past few months the county has held discussions with the Kittrell Water Association (KWA) and has agreed to step in, purchase the system and retire the outstanding debts which were owed by the association and its member customers prior to April, 2018. The county appreciates the affirmative vote which was taken by the KWA membership in June, 2018 to consolidate your system into the county's system. We welcome any input you may have, and our hope is that you will notice many improvements to the water system and the billing system.

We are pleased to introduce you to Envirolink, Inc., which has operated, maintained and managed the county water system since its inception in 2013. You should be familiar with Envirolink as they have been handling your billing over the past few months during the transition from the Kittrell Water Association to the Vance County Water District. Envirolink is based in Nash County, North Carolina and is one of the leading firms in this arena, and as a Vance County Water District customer your day to day and billing needs will be provided by Envirolink. If you need to report a line break or have a question regarding your bill, Envirolink can be contacted at 252-235-4900 or toll-free (888)-754-9878. They are available 24/7 to handle emergencies and stand ready to assist you in any way possible.

Locations for Paying Water Bill

The county offers various ways for customers to pay your monthly water bills. Bills can be paid over the phone to Envirolink, can be mailed directly to Envirolink as per your bill stub, or can be hand delivered to the Envirolink Satellite office located at the County Administrative Building (122 Young Street, Henderson, NC 27536). Envirolink holds office hours at this location every Tuesday and Thursday from 9AM to 1PM, and there is a drop box located at this address for 24/7 access. Customers also have the availability of paying online by visiting the county water section of the county website (www.vancecounty.org/county-water-system) and clicking on the View/Pay eBills Button under Kittrell Area Customers. Water bill payments will no longer be accepted at the Kittrell Grocery or through the previous methods in which you

paid the Kittrell Water Association. The customer is responsible for ensuring the bill is handled appropriately and kept current to avoid shutoffs.

Rate Information and Policies and Procedures

We would also like to take this opportunity to provide you with some information on your water rates and the value of public water. You will notice the Vance County rates are the same as the ones the Kittrell Water Association has been charging over the past few months. Please reference the enclosed *Value of Water Brochure* for further information. Note: This is just a summary of the major fees, and a complete listing of fees is detailed in the Vance County Water District Policies and Procedures.

A complete copy of Vance County Water District's policies and procedures can be obtained by contacting Envirolink (252-235-4900) and requesting a copy or visiting the Vance County website at www.vancecounty.org

Thank you for the opportunity to serve you.
Vance County Water District and Envirolink