

March 17, 2020

Dear Customer,

Due to the Coronavirus and to reduce the dangers of spreading this virus, the following precautionary measures are being implemented.

We are temporarily suspending all inside transactions. For your convenience we have placed a box outside the office for checks and cash payments. When making cash payments please try to have the correct amount with you as we are not able to give cash back; however, we can credit your account for the next month. You may also call the office and make credit card payments or go online (convenience fees will be waived during this time). To make online payments go to www.roanecountytn.gov. Click on county offices, then click on wastewater plant.

I apologize for any inconvenience this may cause you but feel this is our best course of action at this time. If you have questions feel free to call Diana Horton at 354-2702 during our office hours.

Sincerely,

A handwritten signature in black ink, appearing to read "Gene McClure". The signature is fluid and cursive, with the first name "Gene" being more prominent.

Gene McClure

RCPU Director