



**FOR IMMEDIATE RELEASE**  
**20 MARCH 2020**

## **MODIFICATIONS TO GOVERNMENTAL OPERATIONS**

Following the Governor's Declaration of a State of Emergency, the Town of Richlands is taking proactive steps to protect the health and well-being of our citizens and staff members in the face of growing cases of the Coronavirus (COVID-19) both around the nation and here in North Carolina.

Effective Friday, March 20, 2020 at 1:00 p.m. and continuing until further notice, government operations for the Town of Richlands will be modified in the following manner:

**TOWN HALL** \*Physical Address: 302 S. Wilmington Street \* **EMERGENCY DIAL 911**\*

\*Phone: 910-324-3301 \* Fax: 910-323-2324\*

\*General Inquires: [adminsupport@richlandsnc.gov](mailto:adminsupport@richlandsnc.gov)\*

Town Hall will be closed to the public and all Town Hall business shall be conducted via phone, email, fax, or other virtual means to the greatest extent possible. Following the guidance of state officials, the Town will facilitate the telecommuting of employees to the greatest extent possible. When calling the Town Hall, please leave a voicemail if no answer and someone will return your call as soon as possible.

### **ONWASA SATELLITE OFFICE**

The ONWASA Satellite Office within the Town Hall is closed to the public until further notice.

Customers are still able to conduct business with ONWASA by the following:

Place payments in the drop box located in the Parking lot

Developers please call 910-455-0722 for plan review or meetings with Development Services.

Make free payment by phone with credit or debit card at: 1-877-302-2787

USE YOUR ACCOUNT NUMBER TO MAKE FREE PAYMENTS AT AUTOMATED KIOSKS AT THESE LOCATIONS:

- Jones Onslow EMC Kiosk at 259 Western Blvd, Jacksonville
- Jones Onslow EMC Kiosk at 1225 NC Hwy 210, Sneads Ferry
- Handy Mart Convenience Store at 701 W Corbett, Swansboro
- Handy Mart Convenience Store at 5506 Richlands Hwy, Jacksonville

GO ONLINE TO [ONWASA.COM](http://ONWASA.COM) TO:

- Establish a New Service
- Make a request to disconnect service

- Set up an account draft to a bank account or card
- Make a free payment online
- Inquire about leaks or water quality
- If you have any billing or other questions

OR SIMPLY CALL CUSTOMER SERVICES AT [910-455-0722](tel:910-455-0722) THEY CAN:

- Answer any billing or other questions
- Establish a New Service
- Take care of your request to disconnect service
- Answer questions about leaks or water quality

### **MEETINGS OF THE TOWN BOARDS**

The meetings of all appointed Town Boards are canceled until further notice. We will work to reschedule these meetings when we receive guidance from our State and Federal partners that it is safe to do so. Notices of the rescheduled meetings will be posted to the Town's Website and sent to the local newspapers.

The Board of Aldermen will still need to meet at some point during the month of April. We are currently working to schedule a meeting so we can follow directives given by State and Federal Leadership. Meetings of the Board of Aldermen will be posted on the Town Website, noticed to the Sunshine List and doors of the Town Hall. Please contact Doreen Putney, Town Clerk for information at [townclerk@richlandsnc.gov](mailto:townclerk@richlandsnc.gov).

### **POLICE DEPARTMENT** \*Physical Address: 302 S. Wilmington Street \* **EMERGENCY DIAL 911**\*

\*Phone: 910-324-5777\* Fax: 910-324-2324\*

\*General Inquires: [adminsupport@richlandsnc.gov](mailto:adminsupport@richlandsnc.gov)\*

The Police Department is closed to the public and all non-emergent business shall be conducted via phone, email, fax, or other virtual means to the greatest extent possible. Please dial [911](tel:911) for emergencies. The Police Department will limit person to person contact by responding to some calls by phone. Police Officers are not responding to medical calls at this time, unless specifically requested by dispatch to do so. No fingerprint services are available at this time. Please submit report requests by email, fax, or other virtual means.

### **PLANNING & PERMITTING** \*Phone: 910-324-3301\* Fax: 910-324-2324\*

\*General Inquires: [administrator@richlandsnc.gov](mailto:administrator@richlandsnc.gov)\*

The Planning and Zoning Department is available by email and phone. At this time we are asking plans and other documentation be emailed to [administrator@richlandsnc.gov](mailto:administrator@richlandsnc.gov).

If you need to speak with the Town Administrator, Gregg Whitehead please call at [910-324-3301](tel:910-324-3301), if no answer, please leave a message and your call will be returned as soon as possible. If you are not able to submit applications by electronic means, please notify staff at [\(910\) 324-3301](tel:910-324-3301) and an arrangement will be made for drop-off in the Town's payment drop box.

## **PUBLIC WORKS**

The Public Works Department will operate as usual as will the normal schedule for the collection of household garbage and recycling materials. Please direct all Public Works related requests through our Front Desk at [adminsupport@richlandsc.gov](mailto:adminsupport@richlandsc.gov)

## **RENTALS OF THE COMMUNITY CENTER AND OTHER FACILITIES**

Rentals of the Community Building and any other facilities owned by the Town of Richlands are suspended until further notice. Venters Park will be closed to the public until further notice.

## **ADDITIONAL NOTICE**

At some point the Administrative Offices of the Town may become closed entirely and staff will be working on a telecommuting basis but should still be able to conduct Town Business with the safeguards staff has been working to put in place over the last week. Town leaders are constantly reviewing the State and Federal guidance and evaluate all programs and governmental operations.

If you have any general questions or concerns not covered by this Release, please contact Gregg Whitehead, Town Administrator at [administrator@richlandsc.gov](mailto:administrator@richlandsc.gov).

Respectfully,

Gregg Whitehead  
Town Administrator