



*Town of Mayodan. 210 W. Main Street. Mayodan. NC. 27027. (336)427.0241. www.townofmayodan.com
James A. Collins Municipal Building*

Date: 11/4/25

The Town of Mayodan wants to let you know about a problem that happened with the most recent water and sewer bills. This means some customers only saw the minimum charge or one month of usage on their bill instead of two.

Our billing software company confirmed that the problem happened when meter readings were transferred into the system. Since finding the issue, we have been working with the billing system and the Council to make sure everything is corrected and to keep it from happening again.

To fix this, the Town will need to reissue **bills** to all customers. Please note not all customers will see a difference in balance. The corrected bills will show your full water and sewer usage for the two months. If you've already paid your bill, a credit will be applied to your account. Please check your new bill to see if you owe a balance. We understand this is frustrating, due to that **no late fees** will be applied to this billing.

Important Dates:

- Due Date: Friday, November 21st
- 2nd Notices Issued: Monday, December 1st
- Disconnect: Tuesday, December 16th

We truly appreciate your patience and understanding while we work through this issue. If you have any questions about your bill, please call Town Hall at **(336) 427-0241** or stop by during normal business hours.

Town Hall Hours:

Monday–Thursday: 7:30 a.m. – 5:30 p.m.

Friday: 8:00 a.m. – 12:00 noon

Thank you for your understanding and continued support.

Sincerely,

Melody Shuler
Town Manager

E. Dwight Lake
Mayor