



TOWN OF KILL DEVIL HILLS PUBLIC SERVICES

Post Office Box 1719, 107 Town Hall Drive
Kill Devil Hills, NC 27948
Administration (252) 480-4080 Fax (252) 441-6136
Office Hours: 8:00 a.m. – 5:00 p.m. Mon. – Fri.
Water Plant (252) 480-4090
www.kdhnc.com

Public Services Department Daily Operations in Response to COVID-19

STEPHEN F. ALBRIGHT
Director

DEREK A. DAIL
Assistant Director

MARCIA K. OLLIS
Administrative Services

ALFRED BURTON
Water Plant

WILLIAM H. WATERFIELD
Water Systems

L. RANDOLPH TURNER
Streets

LYNN E. LINDSEY
Solid Waste

Solid Waste:

Refuse collections in Kill Devil Hills remain on their regular schedule.

The Town's Dry Trash Drop Off and Recycle Center will reopen on Monday, May 4, 2020.

Please note the temporary change in hours of operation: 8:00 - 3:30 p.m. Monday - Friday and 8:00 - 1:30 p.m. Saturday. The Center is closing earlier than usual each day to allow Staff time for additional sanitizing efforts.

When visiting the Center, the following actions shall be practiced:

- **Dry Trash Drop Off**

The Dry Trash Drop Off is limited to one vehicle at a time. There shall be no more than one vehicle at the limb area. Combined, there shall be no more than one vehicle at the C&D, metal and mattress containers, to maintain the social distancing requirements. Customers shall wait in their vehicles (windows up) to allow the previous customer to finish unloading and then follow the directions of the attendant.

- **Recycle Center (self-serve)**

Customers under the shelter are required to wear a cloth face covering. This is in accordance with Dare County's Order: "individuals are now required to wear a mask or cloth face covering in public settings where other social distancing measures are difficult to maintain."

- **Mulch Pile**

The open-air mulch area provides social distancing separation and is limited to one customer at a time (cloth face covering not mandatory). Please be patient and wait until no customers are in this area before leaving your vehicle.

We appreciate your added patience and assistance in following these guidelines to allow the center to reopen safely.

Water Customers:

The Town of Kill Devil Hills realizes that many families could be facing hardships and we are here to assist and service our utility customers during this critical time. The Town has suspended late fees for nonpayment of utility service. In addition, the Town will not be disconnecting our customers from utility service. For any questions regarding your account, please call 252-480-4080.

The following payment options are available to KDH utility customers:

- A **drop box** is located in the parking lot at 102 Town Hall Dr.
- ***By phone:** 1-800-272-9829, Option 3, Jurisdiction Code 4344
- ***Online:** www.officialpayments.com
- **By mail:** Town of KDH - Central Cashier
PO BOX 1719
Kill Devil Hills, NC 27948

*Convenience fees will be temporarily waived for phone and online payments. A credit will be applied to the next bill.