

# Town of Prosperity Operation Modifications Amid COVID-19 Pandemic

Town of Prosperity staff are closely monitoring the spread of Coronavirus, also known as COVID-19, with our local, state and federal health partners and are taking precautions in preparation for a potential impact to the community.

Effective Tuesday, March 17, the Town of Prosperity will modify its services until further notice in an effort to minimize opportunities to potentially spread the virus within our community. Essential operations including police and utilities will continue to serve residents.

Taking the Centers for Disease Control (CDC) and South Carolina Department of Health and Environmental Control (SCDHEC) recommendations into consideration, the town will take the following precautionary measures which include encouraging customers to conduct business over the phone, email or online. Until further notice, town offices are closed to the public.

Utility bill payments will be accepted by mail, over the phone, and through the Town Hall drive-thru or overnight deposit box. The convenience fee will be waived during this time for customers paying their bills with credit or debit cards over the phone.

During the current state of emergency proclaimed by Governor Henry McMaster, utility cutoffs for all essential utility services to include water, sewer and electric will be postponed. However, the town encourages regular payment for customers to stay current with their account when normal operations continue. The Town of Prosperity recognizes that some customers may experience hardships during this time. If you are facing financial difficulties, please contact us at 803-364-2622 for additional information.

Should town utility customers experience a utility-related emergency during business hours or after hours, they can get assistance by calling 803-364-2622.

Customers that wish to request a cut-on or cut-off of services can still do so by contacting the Town at 803-364-2622.

For the safety of officers, staff and the public, The Town of Prosperity Police Departments will restrict public access to their buildings and maintain social distancing when possible when interacting with the public.



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The Prosperity Police Department encourages residents to call them directly at 803-364-2121 for non-emergencies between the hours of 7:00am – 4pm. After hours non-emergency calls can be made to dispatch at 803-321-2222. **All emergency calls need to be directed to 9-1-1.**

Municipal Court will be cancelled for April 1<sup>st</sup> and rescheduled for May 6.

The Town of Prosperity's, public parks and facilities are closed to the public during this time. Additionally, all programs have been suspended until further notice to include youth recreation programs. In addition, all scheduled events and or rentals at Prosperity Depot and Civic Center have been cancelled.

The Town of Prosperity's number one priority is always the health and safety of its citizens, employees, volunteers and guests. The town will reevaluate these changes as more information becomes available. The Town of Prosperity's website and social media accounts will be updated regularly to reflect these changes. [www.prosperitysc.com](http://www.prosperitysc.com)

