



MEDIA RELEASE

For Immediate Release

Date: March 11, 2016

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City Customer Service and Revenue Collection Functions to Relocate

BURLINGTON, NC— On March 14th, the utility account service and revenue collection functions of the City of Burlington will relocate from the Burlington Municipal Building to the Municipal Annex Building, located at 244 West Davis Street. The move, of approximately 2.5 blocks, serves to increase convenience and accessibility for Burlington residents, tax payers and utility customers.

The Municipal Annex building provides copious parking, multi-lane drive through service, ground level access, and full handicap accessibility. The Municipal Annex Building will also feature an after-hours drop box. It is best to enter the Municipal Annex Building from the Maple Avenue entrance.

In addition to in-person and drive-thru services available at the Municipal Annex Building, payments can be made via bank draft or online (with no convenience fee) at www.BurlingtonNC.gov/Payments.

“Over the past two months, we have tried very hard to make sure that the City’s customers were aware of this relocation,” said the City’s Public Information Officer Rachel Kelly. “Two direct mail pieces have been sent, outdoor banners and indoor signage has been used, an educational video was produced for social media, and the City’s customer service representatives have done a fabulous job personally letting each customer know about the upcoming move.”

Beginning on Monday, March 14th, customers must visit the Municipal Annex Building, located at 244 W. Davis St, for any of the following services: utility or tax bill payments, water account establishment or questions, and parking ticket payments. Residents and customers with questions may call (336) 222-5000.

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Attachments:

Map illustrating route from Municipal Building to Municipal Annex Building
Photo of Municipal Annex Building

Our Mission:

“The City of Burlington is dedicated to providing high quality municipal services within our diverse community in a friendly, professional and efficient manner in order to promote the safety, health, and quality of life of residents and employees.”

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