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FOR IMMEDIATE RELEASE
Feb. 8, 2021

City continues to monitor website disruption

Rocky Mount, N.C. -- The city of Rocky Mount's website is currently down due to a disruption with our site host vendor. This disruption, which the site host vendor, CivicLive, has indicated as a hardware failure in its root cause analysis, is not unique to the city of Rocky Mount, as it has affected other municipalities, as well.

We will utilize a secondary provider to host the core business services we offer on our website while we devise alternate solutions. The city has been in communication with its site host vendor, which has begun restoration of services to some of its customers. Please be assured that no personal data has been compromised during this disruption because hosting services do not store personal information.

Utility payments may be made at https://ipn.paymentus.com/rotp/crm.

The city will continue to provide updates via its social media pages.

About Rocky Mount: The city of Rocky Mount, located in the Coastal Plains of North Carolina, was incorporated in 1867 and lies in Edgecombe and Nash Counties. Rocky Mount is a two-time All-America City on the Tar River. Serving as the Gateway to Eastern North Carolina, the city's 875 employees serve approximately 58,000 residents daily.

The city's mission is to advance community well-being, safety and quality of life by delivering excellent public services and actively collaborating with the community towards a fulfilling and inspired future for its citizens. As a publicly-owned utility, the city of Rocky Mount is committed to safe, reliable service for its customers and operates in Nash and Edgecombe counties, providing customers with electricity, natural gas, water, wastewater (sewer), refuse, recycling and/or stormwater services. To learn more, visit www.rockymountnc.gov for news and updates.

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