



# TOWN OF EXETER, NEW HAMPSHIRE

10 FRONT STREET • EXETER, NH • 03833-3792 • (603) 778-0591 • FAX 772-4709

[www.exeternh.gov](http://www.exeternh.gov)

Niko Papakonstantis, Select Board Chair  
Russell Dean, Town Manager

March 18, 2020

## FOR IMMEDIATE RELEASE TO THE RESIDENTS OF EXETER, NH

### TOWN OFFICES CLOSED TO THE PUBLIC BEGINNING WEDNESDAY, MARCH 18, 2020 (UNTIL FURTHER NOTICE)

We continue to actively monitor the COVID-19 situation, which is rapidly evolving. The Town is committed to the continued health and optimal safety of our residents as well as our employees, and we intend to do our part to “flatten the curve” of the COVID-19 pandemic. To that end, in consultation with our Emergency Management Director, we have decided that **effective Wednesday, March 18, 2020, Town Offices will be closed to the public until further notice.**

However, we will still be working to serve the residents of Exeter. We intend to do our best to operate as “**VIRTUAL TOWN OFFICES**”. In today’s world, most of the transactions for our residents can be done online or arranged via phone, email or drop box. Resident questions can and will be answered via phone or email. And as a last resort, you may schedule an appointment in the Town Office Building with the appropriate Town personnel to complete your transaction. Our Town Office employees will be working both remotely and on-site (in very limited numbers as necessary) - but we will continue to be at your service.

**FIRE, POLICE, PUBLIC WORKS:** Of course, our incredible Police, Fire and Public Works Departments will continue to serve the residents of our Town on a “business as usual” basis; however, we ask that you please keep all non-emergency calls to a minimum so that they may devote their time to those residents in need of emergency services. **If you have non-emergency COVID-19 related questions, please call 2-1-1** (a state hotline manned 24/7 specifically for such questions).

**PUBLIC MEETINGS:** All Town board and committee meetings in March will be cancelled and more information will be forthcoming about meetings in April and beyond.

Finally, rest assured that we will be monitoring all local developments related to COVID-19, and as your Town officials, we are committed to timely and ongoing communication about any and all changes to our operating status as well as any recommendations to the public from public health and other government officials.

Please see the following pages for how we intend to operate our **VIRTUAL TOWN OFFICES**.



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## "HOW TO" COMPLETE TOWN OFFICE TRANSACTIONS

**WEBSITE:** The Town website address is [www.exeternh.gov](http://www.exeternh.gov) and we encourage you to visit the website frequently for new information and updates.

**TOWN OFFICE MAILING ADDRESS:** Should you need to mail anything to the Town Offices, the address is as follows:

(Specify which Department, if possible)  
Exeter Town Offices  
10 Front Street  
Exeter, NH 03833

**DROP BOX:** At the public entrance to the Town Offices there is a secure mailbox where you may drop off checks (NO CASH) or other paperwork. Should your paperwork not fit, please refer to the list of contacts below to make alternative arrangements.

**TOWN OFFICE GENERAL TELEPHONE NUMBER: (603) 778-0591** (See contacts below for specific extensions).

**TRANSACTIONS:** The following is a list of the transactions most often performed for our residents in the Town Offices and directions as to how each may be accomplished until the COVID-19 crisis passes and we can safely re-open our doors:

- Renewal of vehicles: Should be done online via our website portal: (<https://www.exeternh.gov/townclerk>) New registration for newly purchased vehicles: All 20 day plates issued after March 1, 2020 until April 30, 2020.
- Dog Renewals can be completed online (<https://exeternh.gov/townclerk>).
- Copies of vital records (birth, marriage or death certificates): can be completed online via our website portal: (<https://www.exeternh.gov/townclerk>).
- Town Clerk customers that prefer to use a check may drop off your renewal form and check made out to Exeter Town Clerk in the drop box outside the front door of the Town Office Building.
- All other Town Clerk business will be completed by appointment only. Call 418-6403 or email [tcexeter@exeternh.gov](mailto:tcexeter@exeternh.gov).
- Tax, Water and Sewer payments can be made in one of 3 ways: 1) online (tax only) via our website portal (<https://www.exeternh.org/tax> collection), 2) via mail (checks ONLY and post dates will be honored as the date of payment), or 3) via dropping your check in the drop box (the secure box outside the Town Office Building (again, NO CASH). Contact: Carole Mitchell with questions: [cmitchell@exeternh.gov](mailto:cmitchell@exeternh.gov) or 773-6108.



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- Abatement applications, Property record cards: Contact Assessing Department: Janet Whitten at [jwhitten@exeternh.gov](mailto:jwhitten@exeternh.gov) or 773-6110.
- Filing for and renewals of Exemption and Credits: Information for verification or renewal can be sent by mail or dropped off in the drop box; questions can be directed to Janet Whitten at [jwhitten@exeternh.gov](mailto:jwhitten@exeternh.gov) or 773-6110.
- Intents to Cut and Intents to Excavate can be mailed or scanned and emailed to Janet Whitten at [jwhitten@exeternh.gov](mailto:jwhitten@exeternh.gov).
- Land Use Board submissions (including Planning Board, Zoning Board, Conservation Commission), or to review property files, site plans, subdivision plans, etc. contact: Barbara McEvoy [bmcevoy@exeternh.gov](mailto:bmcevoy@exeternh.gov) or 773-6173
- To view projects currently under review, please visit our website: <https://exeternh.gov/planning>.
- Verification of Owners on Abutters List: Already created abutters lists can be emailed for ownership verification to: Janet Whitten at [jwhitten@exeternh.gov](mailto:jwhitten@exeternh.gov) or 773-6110.
- Home and Building Inspections: As long as construction proceeds, inspections will continue. Please contact Doug Eastman at [deastman@exeternh.gov](mailto:deastman@exeternh.gov) or 773-6113.
- Building plan reviews: Will be accepted via email, mail or drop box outside the Town Office Building. If necessary, we will meet individuals by appointment only to go over plan questions; please contact [deastman@exeternh.gov](mailto:deastman@exeternh.gov) or 773-6113.
- Building permits: Permit applications are available on the Town website and will be accepted via email, mail or drop box outside the Town Office Building. Payments are to be made by check only. Should you need to drop off plans or applications which will not fit in the drop box, please contact Barbara McEvoy at [bmcevoy@exeternh.gov](mailto:bmcevoy@exeternh.gov) or 773-6173.
- Engineering related issues: Contact Town Engineer, Paul Vlasich: [pvasich@exeternh.gov](mailto:pvasich@exeternh.gov) or 773-6160.
- Road complaints, snow plowing, roadway drainage driveway inspections, trench permits: Contact DPW Highway Superintendent Jay Perkins: [jperkins@exeternh.gov](mailto:jperkins@exeternh.gov) or 773-6163.
- Trash/Recycling questions: Contact Trisha Allen, DPW Office Manager at [tallen@exeternh.gov](mailto:tallen@exeternh.gov) or 773-6166
- Water and Sewer Department (not payment related): Contact DPW Water/Sewer Manager, Matt Berube: [mberube@exeternh.gov](mailto:mberube@exeternh.gov) or 773-6167
- Business concerns: Contact Darren Winham, Economic Development Director: [dwinham@exeternh.gov](mailto:dwinham@exeternh.gov) or 773-6122.



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## IMPORTANT CONTACTS

Have a question for a particular department? Please contact the following staff members either via email or by phone.

|                      |          |
|----------------------|----------|
| Tax Collector        | 773-6108 |
| Town Clerk           | 418-6403 |
| Health Department    | 773-6132 |
| Economic Development | 773-6122 |
| Assessing            | 773-6110 |
| Building/Planning    | 773-6112 |
| Finance              | 773-6109 |
| Welfare              | 773-6116 |
| Public Works         | 773-6157 |
| Parks & Recreation   | 773-6151 |
| EXTV/IT              | 773-6118 |

Of course, should you have a general question and you are not sure who to call, please contact our Administration officials as follows:

Town Manager: Russell Dean [rdean@exeternh.gov](mailto:rdean@exeternh.gov) or 773-6102

Executive Assistant: Pam McElroy [pmcelroy@exeternh.gov](mailto:pmcelroy@exeternh.gov) or 773-6102