



PAYMENT PLAN POLICY RELATED TO COVID-19

The purpose of this policy is to provide **residential** utility customers who are experiencing financial hardships due to COVID-19 with a means to extend the amount of time they may pay their bill. This payment plan will give customers up to 6 months to pay balances accumulated during Governor Cooper's Executive Orders 124 and 142.

This payment plan will apply only to outstanding balances accumulated during the period of March 31 through July 29. However, the customer should be aware that this plan does not allow them to avoid penalties on the delinquent account balance, disconnection, or reconnect fees if they do not follow the payment plan below. The payment schedule for partial payment plans will be established at time of request but may not exceed 6 months following July 31, 2020. The following rules will apply to partial payment plans:

a) Customer must pay in full any past due balances accumulated before April 1, 2020.

b) The monthly partial payment will be calculated by dividing the total balance by 6, after paying any balances accumulated before April 1. The partial payment must be paid in full, plus payment in full of each future bill's current monthly charges before 5:00 pm on the due date each month. *Example of payment arrangement: If customer owes \$120 then \$120 will be divided by 6 for a payment plan of \$20.00 plus each month's usage bill going forward. If their next billed usage is \$48.50 then the total owed will be \$20.00+\$48.50 =\$68.50.*

c) Staff will give the customer a copy of this policy and their partial payment plan that details payments and important dates. Each customer is responsible for ensuring that they follow these guidelines to avoid service disconnection.

d) If the agreed monthly payment and current month's charges are not paid in full by the due date, the payment plan will be considered null and void. Establishment of a partial payment plan does not allow the customer to avoid the \$6 or 9% late payment penalty on new, past due balances. Bills with the amount owed are generated and mailed (or emailed if on paperless billing) for all accounts. Use this bill as your notice to make payment before the due date printed on the bill. You must pay the in full the amount shown to be due on the bill each month.

e) Any outstanding balance plus current charge must be paid in accordance with the established payment plan or service will be disconnected and an additional \$40 non-payment fee will be charged to the account. At that point water service will be disconnected and will not be turned back on until payment of **total** account balance is made in full. It is each customer's responsibility to pay by the monthly due date. No notice will be sent to the customer prior to disconnection.

f) The customer will only be allowed one payment plan per location and no extensions will be allowed once the payment plan has been initiated. This plan is for residential customers only. Any returned checks will terminate this payment plan.

g) Customers have until August 14th to sign up for this payment plan to avoid disconnection. There will be no exceptions or further extensions after August 31st. To qualify for payment plan customer's account must be over 30 days past due.

By filling out the form, I affirm that I have read the Policy and agree to the terms stated therein.

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