**Payment Plans for COVID-19 – Executive Orders 124 and 142 Effective March 31-July 29**

Customer Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Account Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Customer Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Customers shall be provided the opportunity to make a reasonable payment plan to pay off over a twelve (12) month period any accumulated charges during the *effective period\**. It is solely the customers responsibility to request a Payment Plan. The Payment Plan will be divided into 12 equal payments.

* Failure to accept a Payment Plan or to pay the full past due balance within (30) days of the expiration of Executive Order 124 will result in late fees, termination of service, and/or other collection efforts as determined by Raleigh Water
  + Creation of Payment Plan may take 3-5 business days to process
  + Payment Plans do not become active until the signed contract is received from the customer and processed by Raleigh Water
* No late fees shall be charged, and no termination of service will occur *while a written and signed payment plan is active and remains in good standing*
* Customer will receive an initial Payment Plan Installment letter with details of all agreed upon dates and payment amounts
* Customer with email will receive a courtesy email reminder for each payment plan installment
* Payment plans do NOT cover new monthly bills, charges, fees, etc. and all new bills are due and payable on or before the due date (payment plan installments will not appear on the bill)
  + New bills not paid on or before the due date are subject to late fees and credit and collections process to include termination of service
* Payment plans will automatically cancel if payment installment AND/OR current bills are not paid on or before the due date(s)
  + *This terminates the payment plan; it will no longer be active and in good standing*
  + No further payment plans will be established during the next twelve (12) months
  + A partial payment of a payment plan installment will terminate the payment plan
* Customers will need to sign below agreeing to the terms and conditions
* Failure to accept a Payment Plan or to pay the balance due within (30) days of the expiration of Executive Order 142 will result in late fees and termination of service.
* Failure to make the scheduled payments for a Payment Plan will result in the Payment Plan being declared null and void and the customer will become subject to late fees and termination of service for the unpaid balance of charges incurred after the Plan ends
* *“No provision in this Executive Order shall be construed as relieving a customer of their obligation to pay bills for receipt of any service covered by this Executive Order.”*

For any additional questions contact our customer service at [customercare@raleighnc.gov](mailto:customercare@raleighnc.gov)

NOTE: \*Effective Period-Subject to change based on the termination, extension or expiration date of the Executive Order 142: <https://files.nc.gov/governor/documents/files/EO142-Temp-Prohibitions-on-Evictions-and-Extending-Prohibition-on-Utility-Shut-Offs.pdf>

Customer’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_