



Payment Plan for Water and/or Wastewater Services Subject to Executive Order 124 and 142

Past Due Amounts Incurred Between March 31, 2020 – July 29, 2020 and/or Past Due Amounts Prior to March 31, 2020

Governor Cooper's Executive Order 124 (EO 124) and Executive Order 142 (EO 142) requires providers of end-user, residential water, wastewater, electric, and natural gas service to, among other things, suspend disconnections of residential service for nonpayment through July 29, 2020, and suspend assessment of all penalties for late payments of monthly service charges incurred from March 31, 2020 through July 29, 2020.

Please note that EO 124 and EO 142 do not extinguish or waive account balances. If you had an unpaid account balance as of March 31, 2020, you will need to continue to pay toward that account balance. The City of Burlington will continue to bill our normal charges for services provided after March 31, 2020. You remain legally responsible to pay all amounts due on your account.

EO 142 ended July 29, 2020. We will resume our normal disconnection and late fee policies after that date. You will, however, have until February 10, 2021, to pay any delinquencies that you incur from March 31, 2020 through July 29, 2020.

Recognizing the financial hardship many of you now face, and in compliance with EO 124 and EO 142, we are offering the following payment plan to our residential customers who are unable to pay their current account balance in full and/or who were unable to pay their account balances through July 29, 2020. To the extent you are able, we encourage you to continue to pay the full amount owed on your account to avoid accumulating large account balances.

To participate in the plan, please sign below and return this form to 237 W. Maple Ave. Burlington NC 27215 or scan and email the form to Burlington-utilities@burlingtonnc.gov. If you have any difficulties completing the form, please contact the billing department at 336-222-5100.

Payment Plan Terms

To participate in the payment plan, the undersigned agrees to pay the amount outlined below per month toward the residential account balance.

The undersigned acknowledges that the payment plan does not extinguish or waive the account balance. The undersigned remains legally responsible to pay the account balance in full. Upon termination of EO 142 on July 29, 2020, the City of Burlington will resume its normal practices of applying late penalties to any new charges not paid on time on or after that date. It will also resume its normal policies of disconnecting services if charges incurred, after July 29, 2020, are not paid on time or if the minimum monthly payment plan amounts under the terms of this agreement are not paid on time.

You will have equal monthly payments until February 10, 2021 and will pay any delinquencies incurred between March 31, 2020 and July 29, 2020. Services may be disconnected if you fail to make the minimum monthly payment amounts due under this payment plan and/or if you fail to pay the full amounts owed for services billed after July 29, 2020.

1. Payments may be mailed to PO Box 1358, Burlington, NC 27216-1358
2. 237 West Maple Avenue (Former First Union bank building)
 - a. Drive-Thru Service Available (2 Lanes) from 8:00 AM - 5:00 PM, Monday through Friday (excluding holidays).
 - b. In-Person Payments accepted 8:00 AM - 5:00 PM, Monday through Friday (excluding holidays) once the Annex building has reopened to public.
 - c. Drop Box: Available 24/7 on the building's side.
3. Recurring Bank Draft (current month billing only)
 - a. Contact (336) 222-5100 and ask about the Burlington Utility Bank Draft Plan.

Past Due Amount prior to March 31 + Past Due Amount from March 31-July 31 = Total Past Due Amount			
_____	+	_____	= _____
Total Past Due Amount ÷ 6 months		=	Past Due Monthly Payment Amount
_____	÷	_____	= _____
Past Due Monthly Payment Amount + Current Monthly Bill = Total Monthly Payment			

If you are unable to meet the minimum monthly payment requirement, please contact the billing department at 336-222-5100.

The Payment Plan agreement must be signed and in the office by August 31, 2020. First payment for payment plan must be made by September 10, 2020.

I hereby acknowledge and agree to the terms of this payment plan.

Account Holder's Signature	Date

Account Number- Customer #	Service Address

Phone Number	Email Address

Office Use Only Recorded by: _____ Approved by: _____
