

# EO 124 and 142 Utility Payment Plan

Governor Cooper's Executive Order 124 (EO 124) and EO142 require providers of end-user, residential water and wastewater, among other things, to suspend disconnections of residential service for nonpayment through July 30, 2020, and suspend assessment of all penalties for late payments of monthly service charges incurred from March 31, 2020 through July 30, 2020.

Monthly service charges are billed in city limits on the last day of the month at a rate of \$6.11 per 1,000 gallons of water and \$6.56 per 1,000 gallons of sewer, with a minimum of 1,000 gallons. Charges are doubled for service outside city limits. The executive order applies to bills issued March 31 – July 30, 2020.

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

EO 142 is currently effective until July 30, 2020. You will have until January 31, 2020, to pay any delinquencies that you incur from March 31, 2020 through July 30, 2020 if you set up a payment plan.

Recognizing the financial hardship many people now face, and in compliance with EO 124, the city is offering this payment plan to customers who are unable to pay their current account balance in full and/or who will be unable to pay their account balances between now and July 30, 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 the form attached and return this form:

- By mail, to 106 E Washington St, Mebane, NC 27302 or
- By email, to [water@cityofmebane.com](mailto:water@cityofmebane.com) or
- By placing the form in the dropbox on the side of City Hall

If you have any difficulties completing the form, please contact [water@cityofmebane.com](mailto:water@cityofmebane.com) or call us at 919-563-5901.

# EO 124 Payment Plan Agreement

To participate in the payment plan, the undersigned agrees to pay a minimum of one sixth (1/6) per month toward the balance on the utility account as noted below.

Payments may be made:

- Online at <https://www.municipalonlinepayments.com/mebanenc>
- By automated phone line to 866-275-2460
- By dropbox at 106 E Washington Street, Mebane NC 27302
- By mail to the address above

Online payments post the same day. Dropbox payments post by the next business day. Phone payments post the same day. Mail posts the day it is received. Please assure adequate delivery and processing time to have your payments posted by their due dates. **The City is not responsible for mail delays.**

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 or July 30, 2020, whichever occurs later, the City of Mebane will resume normal policies of disconnecting services if charges incurred after July 30, 2020 are not paid on time or if the minimum payment plan amounts under the terms of this agreement are not paid on time. Partial payments will be applied first to any balance outstanding before March 31.

You will have until January 30, 2021, to pay any delinquencies incurred between March 31, 2020 and July 30, 2020. Between now and July 30, 2020, you will not incur any late penalties or be disconnected for nonpayment, even if you do not honor the terms of this payment plan. However, upon termination of EO 142 or July 30, 2020, whichever is later, your services may be disconnected if you fail to make the minimum payment amounts due under this payment plan and/or if you fail to pay the full amounts owed for services billed after July 30, 2020.

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

Account Number	<input type="text"/>
Amount Due on July 30, 2020	<input type="text" value="\$ -"/>
Divided by 6	/6
Amount due monthly in addition to current charges	<input type="text" value="\$ -"/>