

# Town of Apex

## Payment Plan for Utility Services Mandated by Executive Order 124

North Carolina Governor's Executive Order 124 (EO 124) requires residential water, wastewater, electric, and natural gas service providers to suspend disconnections of residential service(s) for nonpayment through June 1, 2020, and suspend assessment of all fees, charges, interest, and penalties for late payments of monthly utility charges incurred from March 31, 2020, through June 1, 2020.

The Town of Apex approved the suspension of penalties and services fees beyond what is required in the EO 124. The Town will not charge delinquent fees from March 18, 2020, through June 5, 2020. The Town's typical practice is to charge a one-percent late penalty on utility accounts with an unpaid bill after the due date and to assess a \$25.00 service fee to utility accounts with an unpaid balance as of the disconnection date as specified on the bill and on the final notice.

Executive Order 124 does not extinguish or waive account balances. Customers remain legally responsible to pay all amounts due on their account. If a customer has charges that were due prior to March 18, 2020, and remain unpaid on June 5, 2020, their services may be subject to immediate disconnection.

After June 5 2020, the Town of Apex will resume normal disconnection and late fee policies. Customers will, however, have until December 1, 2020, to pay any delinquencies incurred from March 18, 2020 through June 5, 2020.

Recognizing the financial hardship some customers now face, and in compliance with EO 124, the Town of Apex is offering the following payment plan agreement to customers who are unable to pay the bills that became due before June 5, 2020.

If you wish to set up a payment plan for the bills that became due prior to June 5, 2020 please complete the form below. You will receive a confirmation email to let you know that your payment plan agreement has been received. If you have any questions please contact Customer Service at 919-362-8676, (select option 2).

### **Payment Plan Terms**

To participate in the Town of Apex's Payment Plan Agreement, the undersigned agrees to pay a minimum of one sixth (1/6th) of the account balance owed as of 5/31/2020. After submitting your Payment Plan Agreement you will receive an email within 1 -2 business days informing you of your monthly payment amount due.

Payment methods include:

- Telephone 919-362-8676, (select option 1)
- Drop box in the parking lot of Town Hall located at 73 Hunter Street
- Town of Apex website <https://www.apexnc.org/239/Utility-Account-Access-Payment>
- Payment counter located in Town Hall at 73 Hunter Street, Monday – Friday, 8:00 am to 5:00 pm

The undersigned acknowledges that this Payment Plan Agreement does not extinguish or waive their account balance. The undersigned remains legally responsible to pay the account balance in full. After June 5, 2020, the Town of Apex will resume its normal practices of applying late penalties to any new charges not paid on time on or after that date. The Town will also resume its normal policy of disconnecting services if charges incurred after June 5, 2020, are not paid on time or if the minimum payment plan amounts under the terms of this agreement are not paid on time.

The undersigned acknowledges that failure to make the minimum payment on the first business day of each month will result in the utility services for this account to be subject to disconnection.

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

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Account Holder's Signature

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Date