



Roanoke Rapids Sanitary District

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Utility Payment Plans for COVID-19

Executive Order 142, Section 2(C)

Executive Order 124, Section 1(C)

Most provisions of Executive Order 142 (EO 142), an amended extension of Executive Order 124 (EO 124), expired July 29, 2020. As such, we will resume our normal disconnection policies after that date. Customers will, however, have until at least January 25, 2021, to pay off any arrearages accumulated from March 26, 2020 through July 29, 2020. All applicable customers will automatically receive six (6) equal monthly payment plan installments on their next six (6) monthly bills for any unpaid charges which had a due date of March 26, 2020 through July 29, 2020 along with their current usage charges.

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

Customers will have until at least January 25, 2021, to pay any delinquencies incurred between March 26, 2020 and July 29, 2020 through the six (6) payment plan installments. Between March 26, 2020 and July 29, 2020, customers did not incur any late penalties and were not disconnected for nonpayment. **However, after July 29, 2020, services will be disconnected if total due is not paid within 10 calendar days after the due date for any amounts due under the monthly COVID payment plan installments and/or the full amounts owed for current services billed after July 29, 2020. Late fees (\$10) and delinquent fees (\$30) have been suspended until further notice.**

*****NO FINAL NOTICE WILL BE SENT *****

- COVID19 payment plans do NOT cover new monthly bills, charges, fees, etc. billed after July 29, 2020 and all new bills are due and payable upon receipt under normal billing and collection policy.
- If your bill lists a "COVID INSTALL" as a service description, your account has arrearages from March 26, 2020 to July 29, 2020 and a payment plan has been created. This amount charged is one-sixth (1/6) of your total arrears.
- Customers have the option to pay their arrearages in full and avoid the six (6) month payment plan.
- Services will be disconnected if customer fails to make full payment for total current charges after twenty-five (25) days from the bill date. NO FINAL NOTICE WILL BE SENT.
- As a continued relief effort, we are suspending late fees (\$10) and delinquent fees (\$30) until further notice. However, normal service disconnection policies for nonpayment are in full force. Services will be subject to disconnection if total due is not paid within 10 calendar days after the due date. No final notice will be sent.
- Customers who default on any COVID19 payment plan terms will have their services disconnected.
- "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." - Executive Orders 124 & 142
- These terms and conditions apply to all customers.
- Customers who wish to have their COVID-19 payment plan amended or are unable to meet the minimum payment requirement, please contact customer service at 252-537-9137 prior to your due date.

More information about our COVID 19 response and EO 124 is available through this link:

https://rrsd.org/documents/1087/EO124_no_cut_off_04012020.pdf or visit our website at www.rrsd.org.