



### **Payment Plan Agreement for Residential Customers**

Through this Payment Plan for residential water customers, who have been impacted by COVID-19, you can break up the total amount owed on your account into smaller payments. For example, if your account balance is \$300, a six-month payment plan would allow you to spread that out as an additional \$50 per month added to your current water bill until the total amount is paid.

Please fill out this agreement and we will contact you with information regarding your payment plan. Terms of the plan are listed on page 2 of this document.

Account Number: \_\_\_\_\_

Name as it appears on your account: \_\_\_\_\_

Service Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Select a Payment Plan

\_\_\_\_\_ 6-month plan

\_\_\_\_\_ 9-month plan

\_\_\_\_\_ Other – Please provide your requested time frame and proposed payment amount.

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If you feel like you need longer to pay your account balance, please contact our Customer Service Billing Department at 336-667-7129, ext. 3006.

**Terms:**

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- Customer who wish to negotiate the terms of their plan must reach out to the Town.
  - Customer who do not sign up for a custom plan will be assigned a six-month repayment plan.
  - Payment plans are only available for past due amounts accrued prior to October 6, 2020
  - Customer will receive an initial Payment Plan Installment letter with details of all agreed upon dates and payment amounts.
  - Failure to make the monthly installments may result in disconnection.
  - Payment plan installments will not appear on monthly bill.
  - Payment plans do not cover new monthly bills, charges, fees, etc. after October 6, 2020, and all new bills are payable on or before due date.
  - New bills not paid on or before due date are subject to typical fees and collection practices, including disconnection.
  - Customers must sign below and agree to the terms and conditions listed here and return to North Wilkesboro Town Hall for processing.
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I acknowledge this Payment Plan Agreement does not eliminate my obligation to pay my full account balance. As the undersigned residential water customer, I remain legally responsible for paying the account balance in full. Failing to make the minimum payment plan amount in addition to my current monthly water bill constitutes a late payment and I understand my water will be disconnected the next day, unless I contact the Customer Service Billing Department before the payment due date and make other arrangements.

I have read this agreement and understand the terms.

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Signature

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Date

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