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FOR IMMEDIATE RELEASE

Feb. 1, 2021

Business and Collections Services to offer utilities payment assistance

Rocky Mount, N.C. – The city of Rocky Mount’s Business and Collections Services Department will utilize the Community Development Block Grant CARES Act to assist utilities customers within the city limits who meet income requirements. The program is designed for low-to-moderate income households impacted by the loss of income due to the COVID-19 pandemic.

The following assistance is available through this program:

- COVID-19 UAP provides a one-time emergency payment, for qualified applicants, used to pay up to six consecutive months of City of Rocky Mount delinquent utility bills. The Federal Register Vol. 85 No. 162 extends the period that grantees can make emergency payments on behalf of individuals and families from three consecutive months to six consecutive months. CDBG Program regulation 24CFR570.201 as allowed to pursuant 24CFR570.207(b)(4)
- The maximum amount of assistance for a household can be up to \$500 toward delinquent City of Rocky Mount utilities that became due after March 31, 2020 and remain unpaid. The amount of assistance provided will not exceed the actual amount needed
- The emergency payment will be made directly to the utility customer’s account upon execution of the Receipt of Assistance Acknowledgment document
- Applicant(s) will be responsible for any utility payments that exceed \$500. Applicants will need to disclose and acknowledge any other assistance applied for through the Duplication of Benefits form or received to resolve the delinquency outlined above
- The assistance funds may be used to pay towards an established monthly installment on any signed and active City of Rocky Mount Payment Plan

The following items outline eligibility to apply for the COVID-19 UAP:

- The applicant must be the primary City of Rocky Mount utility account holder.
- The applicant’s household must have experienced or are experiencing a loss of income directly related to COVID-19, which can be documented

- At the time of application, the applicant's account must be current on any City of Rocky Mount utility bill due prior to March 31, 2020
- The household's current COVID-affected gross annual income must be at or below 80% of the Rocky Mount Metropolitan Statistical Area (MSA) income limits per household size established by HUD
- The applicant must be a United States citizen or a non-citizen who has Eligible Immigration Status as a Permanent Resident under §249 of INA
- The applicant must sign a duplication of benefits statement to ensure non-duplication of CARES ACT benefits

The following items outline ineligibility to apply for the COVID-19 UAP:

- The applicant does not meet the qualifications listed above
- The applicant has received or expected to receive the maximum of 6 months utility assistance through Cares Act funding

“This pandemic has affected us all, and many customers are facing financial hardships,” Business and Collections Services Director Latasha Hall said. “We are grateful that we can offer some assistance via the CBDG-CV Cares Act funding. These funds will provide a much-needed supplement for outstanding balances to those that qualify under the guidelines. We will continue to work with other funding sources to help meet the needs of our customers.”

About Rocky Mount: The city of Rocky Mount, located in the Coastal Plains of North Carolina, was incorporated in 1867 and lies in Edgecombe and Nash Counties. Rocky Mount is a two-time All-America City on the Tar River. Serving as the Gateway to Eastern North Carolina, the city's 875 employees serve approximately 58,000 residents daily.

The city's mission is to advance community well-being, safety and quality of life by delivering excellent public services and actively collaborating with the community towards a fulfilling and inspired future for its citizens. As a publicly-owned utility, the city of Rocky Mount is committed to safe, reliable service for its customers and operates in Nash and Edgecombe counties, providing customers with electricity, natural gas, water, wastewater (sewer), refuse, recycling and/or stormwater services. To learn more, visit www.rockymountnc.gov for news and updates.

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