



North Carolina Department of Health and Human Services
Division of Social Services

Beverly Eaves Perdue, Governor
Albert A. Delia, Acting Secretary

Sherry S. Bradsher, Director

Economic and Family Services
2420 Mail Service Center
Raleigh, NC 27699-2420
(919) 334-1224

March 21, 2012

Re: EBT Balance Text Messaging Pilot

Dear County Director of Social Services:

Attention: Food and Nutrition Services Managers and Supervisors

We are pleased to announce that effective April 1, 2012, North Carolina will be participating in a six month pilot giving Food and Nutrition Services recipients the option to access their EBT balances via text messaging from their cell phones. Recipients will be responsible for registering for this service by accessing the ebtEDGE website at www.ebtedge.com. The ebtEDGE website will not be updated to include the registration process until April 1, 2012.

Counties will begin receiving EBT brochure inserts March 30, 2012 with information regarding this new service. We encourage the distribution of these inserts to new FNS applicants as well as current recipients. The continuation of this pilot will depend on the usage by recipients and the cost effectiveness.

If you have any questions, contact your Food and Nutrition Services and Energy Programs Regional Support Team directly via email.

Sincerely,

A handwritten signature in cursive script that reads "Dean Simpson".

Dean Simpson, Chief
Economic and Family Services

DS/dl

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