



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

**ROY COOPER** • Governor

**MANDY COHEN, MD, MPH** • Secretary

**SUSAN OSBORNE** • Assistant Secretary for County Operations for Human Services

August 18, 2020

**Dear County Directors of Social Services**

**Attention:** Energy Administrators, Managers & Supervisors

**Subject:** Crisis Intervention Program (CIP) Agreements

**Priority:** Information & Action

As of Wednesday July 29, 2020, Governor Roy Cooper's Executive Order for a Moratorium on utility disconnections expired. This executive order only covered municipal and cooperative utilities which are not regulated by N.C. Utilities Commission. N.C. Utilities Commission, which includes companies like Dominion Energy and Duke Energy, extended its shutoff ban for utilities until September 1, 2020.

With all utility moratoriums coming to an end, if the customer has an unpaid balance, energy providers are required to offer at least a six-month payment plan to the customers. If these households apply for the CIP, policy guidelines must still be followed.

**Steps to process CIP applications with arrears from moratorium:**

- If a customer has a past due balance from the moratorium, they must first set up a payment plan with their vendor for the balance.
- At any point that the household has failed to meet the requirements of the payment arrangement and receives a cut off or final notice, an application for CIP services would be appropriate.
- The county will need to verify the terms of the agreement and how much is needed to prevent a disconnection.
- Regular agreement payments should not be made by the county. Counties will only be able to authorize the amount needed to alleviate the crisis up to the maximum benefit amount of \$600 per fiscal year.
- If the amount needed to alleviate the disconnection is less than the maximum allowed, authorize the lesser amount.
- If the amount needed is more than the maximum amount, determine if the household has funds available and/or other community resources that can be used in conjunction with CIP or try to negotiate with vendor to alleviate the crisis for the maximum CIP payment amount.

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • ECONOMIC AND FAMILY SERVICES**

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603  
MAILING ADDRESS: 2420 Mail Service Center, Raleigh, NC 27699-2420  
www.ncdhhs.gov • TEL: 919-527-6300 • FAX: 919-334-1265

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

**Example:** The household has a final or past due notice, the total amount due is \$900, and the household has made a payment agreement to pay \$200 per month on the past due amount but has not made the full required payment and has a disconnect notice. Contact the provider to determine the amount needed to prevent disconnection. If the household needs \$600 to prevent the disconnection, authorize the amount available to the household if they meet all other eligibility criteria and the crisis can be alleviated. If the household only needs to pay the \$200 from the agreement to prevent disconnect, authorize the \$200.

If you are unable to alleviate the crisis based on policy defined in the Energy Manual, deny the application.

If you have any questions, please contact Jasmyne Simmons via email at [Jasmyne.Simmons@dhhs.nc.gov](mailto:Jasmyne.Simmons@dhhs.nc.gov).

Sincerely,

A handwritten signature in blue ink that reads "David Locklear". The signature is cursive and somewhat stylized.

David Locklear, Deputy Director

DL/js

**EFS-FNSEP-20-2020**