

NEW BERN CONNECTS

Neighbors Helping Neighbors



ROUND UP PROGRAM



NEW BERN CONNECTS Neighbors Helping Neighbors ROUND UP Program

WHAT IS IT?

The New Bern CONNECTS Round Up Program is a voluntary assistance program funded by donations from New Bern utility customers and other individuals or organizations that want to help their neighbors in need. The City is partnering with Religious Community Services (RCS), a non-profit organization that provides assistance to families and people in crisis. Only New Bern residential utility customers who meet the requirements of RCS will receive assistance with their bills.

The average contribution per customer is approximately 50¢ per month, or \$6 annually, and contributions may be tax deductible.



**100% of
contributions
go to help your
neighbors in need.**

FREQUENTLY ASKED QUESTIONS

HOW CAN I HELP?

You can help by signing up for the Round Up Program to simply “round up” your utility bills to the next highest dollar. For example, if your bill one month is \$92.75, the bill would be automatically rounded up to \$93 and the extra 25¢ would be deposited in the New Bern CONNECTS fund.

You can also help by adding \$1, \$5 or more to your monthly utility bill. When you enroll, simply designate the amount to automatically be added to your monthly bill. Donation checks may also be written to the City of New Bern which can be dropped off at RCS or at the Utility Business Office.

HOW WILL MY CONTRIBUTION BE USED?

Funds collected through the New Bern CONNECTS Round Up Program will be used to assist customers who have past due utility accounts and are experiencing financial crisis that jeopardizes their ability to pay their utility bill.

IS MY CONTRIBUTION TAX DEDUCTIBLE?

Contributions to the New Bern CONNECTS Round Up Program may be tax deductible. The City will provide you with an annual summary documenting your total donation to use when filing taxes.

WHO'S ELIGIBLE TO RECEIVE HELP FROM THE PROGRAM?

New Bern residential utility customers in financial need as determined by Religious Community Services (RCS's) criteria.

ENROLLMENT for NEW BERN CONNECTS ROUND UP PROGRAM

Account Information

_____ - _____
Customer Number Premise Number

I _____ authorize The City of New Bern Utility Business Office to:
_____ round up my utility bills to the next highest dollar and deposit the round up in the New Bern CONNECTS Round Up fund;
_____ donate \$ _____ on each utility bill to be deposited in the New Bern CONNECTS Round Up fund;
_____ donate \$ _____ as a one-time donation to be deposited in the New Bern CONNECTS Round Up fund;



I UNDERSTAND THAT BY SIGNING UP FOR THE ROUND UP PROGRAM, I WILL BE MAKING A DONATION AS INDICATED ABOVE TO THE NEW BERN CONNECTS ROUND UP FUND UNTIL NOTIFICATION FROM ME TO BE REMOVED FROM THE PROGRAM.

Customer Signature _____ Date: _____

Contact phone # () _____

Email form to: utilcustomerservice@newbern-nc.org or mail form to: City of New Bern Utility Business Office, PO Box 1710, New Bern, NC 28563

Submit completed form to:
utilcustomerservice@newbern.nc.org

or mail to:
**CITY OF NEW BERN
UTILITY BUSINESS OFFICE
ROUND UP PROGRAM
PO Box 1710
New Bern, NC 28563**