

APPLICATION FOR WATER SERVICE

NAME(S) _____

SERVICE ADDRESS _____

BILLING ADDRESS _____

PHONE _____

EMPLOYER _____

EMPLOYER ADDRESS _____

EMPLOYER PHONE _____

HAVE YOU HAD SERVICE BEFORE _____

WHEN & WHAT ADDRESS _____

ARE YOU TRANSFERRING _____

(This is if you already have service)

DO YOU OWN/RENT _____ LANDLORD'S NAME _____

FOR NEW APPLICATNS: PLEASE PROVIDE A COPY OF A PICTURE ID, AND/OR OTHER GENERALLY ACCEPTED IDENTIFICATION AND EVIDENCE/DOCUMENTATION PROVING YOU HAVE THE AUTHORITY TO TAKE POSSESSION OF THE PROPERTY.

IN ORDER FOR THE TOWN TO ACCEPT THIS APPLICATION AND PROVIDE UTILITY SERVICES TO CUSTOMER, CUSTOMER AGREES TO COMPLY WITH THE TOWN'S RULES AND REGULATION AND TO PROMPTLY PAY FOR ALL UTILITIES RECEIVED. CUSTOMER ACKNOWLEDGES RECEIPT OF THIS CURRENT SUMMARY OF THE TOWN'S RULES AND REGULATIONS. IF APPLICANTS ARE MARRIED, EACH SPOUSE REPRESENTS HEREIN THAT EACH MAY ACT AS AGENT FOR THE OTHER.

The following information is requested by the Federal Government in order to monitor compliance with Federal laws prohibiting discrimination against applicants seeking to participate in this program. You are not required to furnish this information, but are encouraged to do so. This information will not be used in evaluating your application or to discriminate against you in any way. However, if you choose not to furnish it, we are required to note the ethnicity, race, and gender of the individual applications on the basis of visual observation or surname.

Ethnicity: <input type="checkbox"/> Hispanic or Latino <input type="checkbox"/> Not Hispanic or Latino
Race:
<input type="checkbox"/> American Indian/Alaskan Native
<input type="checkbox"/> Asian
<input type="checkbox"/> Black or African American
<input type="checkbox"/> Native Hawaiian or Other Pacific Islander
<input type="checkbox"/> White
<input type="checkbox"/> Other
Gender: <input type="checkbox"/> Female <input type="checkbox"/> Male

APPLICATION SIGNATURE

DATE

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DATE

THE ATTACHED PAGES PROVIDE INFORMATION CONCERNING OUR WATER AND SEWER UTILITY SERVICES. PLEASE READ THE ATTACHED INFORMATION SO THAT YOU WILL BECOME FAMILIAR WITH OUR POLICIES. SOME IMPORTANT FACTS TO KNOW ARE:

1. BILLS ARE PREPARED AROUND THE 23RD OF EACH MONTH AND ARE DUE ON THE 10TH OF THE FOLLOWING MONTH. ON THE 20TH OF THE MONTH, YOU WILL BE CHARGED A \$25 LATE PAYMENT PENALTY IF FULL PAYMENT IS NOT RECEIVED BY 5:00 P.M. IN OUR OFFICE ON THE 19TH OF THE MONTH OR IN THE DROPBOX BEFORE 8:00 A.M. ON THE 20TH.
2. YOUR ACCOUNT WILL ALSO SCHEDULED FOR CUTOFF AND SERVICES WILL NOT BE RESTORED UNTIL FULL PAYMENT IS RECEIVED. NO CASH PAYMENTS ACCEPTED IN THE DROP BOX, CHECKS OR MONEY ORDERS ONLY PLEASE.

PLEASE NOTE: No exception to the due date is given even if the due date occurs during the weekend or holidays.

3. WE DO NOT GIVE EXTENSIONS AND FEES FOR WATER AND SEWER SHALL BE ON THE SAME BILL AS WELL AS FEES FOR STORM WATER, SEWER AND MARTIN COUNTY WATER AND SEWER AUTHORITY (MCRWASA) CHARGES AND PARTIAL PAYMENT SHALL BE APPLIED IN THE FOLLOWING ORDER: FIRST TO STORM WATER, SECOND TO SEWER, THIRD TO MCRWASA CHARGES, AND LAST TO WATER. FAILURE TO PAY A BILL IN FULL BY THE DUE DATE SHALL RESULT IN DELINQUENCY. IN ADDITION TO ANY OTHER REMEDY PROVIDED BY LAW FOR COLLECTION OF DELINQUENT ACCOUNTS, WATER OR SEWER SERVICES OR BOTH, WILL BE DISCONTINUED. IF PAYMENT IS MADE BY MAIL OR DROP BOX AND THE BALANCE AFTER POSTING THE PAYMENT IS MORE THAN \$5.00, SERVICE WILL BE DISCONNECTED WITHOUT FURTHER NOTICE. IF YOU ARE UNSURE OF YOUR ACCOUNT BALANCE, PLEASE CALL 792-5142 AND WE WILL BE HAPPY TO PROVIDE YOUR ACCOUNT BALANCE.
4. SOME CUSTOMERS HAVE A RADIO READ TYPE METER THAT DOES NOT REQUIRE MANUAL READING. THESE METERS WERE INSTALLED AS A PART OF YOUR WATER SERVICE AND ARE AT A HIGHER INITIAL COST TO THE TOWN. THEY SAVE MANY HOURS ON METER READING. PLEASE USE SPECIAL CARE WHEN USING MOWERS, WEED EATERS AND VEHICLES AROUND THESE METERS. CUSTOMERS ARE RESPONSIBLE FOR SAFEGUARDING THEIR METERS AGAINST PHYSICAL DAMAGES AND WILL BE RESPONSIBLE FOR THE COST OF METER REPLACEMENT WHICH IS CURRENTLY \$100.

WATER AND SEWER UTILITY SERVICES POLICY



The Town of Williamston (Town) provides water and sewer utility services to all residents who live within the Town limits and certain areas within Williamston Township. The Town's sewer system service is provided only to business and residential properties that are part of the incorporated areas of the Town both contiguous and satellite.

The Town Board may allow local or State governmental, or institutional entities as defined in the O & I Section of the Town's Zoning Ordinance, access to the sewer system without becoming a part of the incorporated areas of Williamston.

The application requires the applicant to apply for service in person or through his or her duly authorized representative or agent, at the Town Hall and make any deposit required. You must also provide a government issued ID, proof of address and evidence of ownership or authority to occupy the residence. Water and sewer service connections are scheduled between 11:00 a.m. and 4 p.m. Water connections will be made within 24 hours after a proper application is filed. The Town will make every effort to connect service on the same day the application is received, but if an application is received after 3:00 p.m., the Town does not guarantee same day service. FOR SAFETY REASONS, ALL WATER FAUCETS MUST BE TURNED OFF WHEN SERVICE IS CONNECTED.

The following is additional information concerning your water service:

For Commercial/Business accounts, new home construction, and service line replacements, the State of North Carolina requires installation of back flow prevention. Please call the Water Department at (252) 792-1024 to coordinate installation.

Commercial/Business Accounts:

Application for a zoning permit and fire permit must be obtained before business can be opened and water turned on.

- Call the Planning/Zoning Office at (252) 792-5142 or the Fire Department (252) 792-3521 for more information on these permits.
- Call the Public Works Department at (252) 792-1024 for any additional state mandated requirements.

Security Deposit:

A deposit, in an amount set by the Town Board of Commissioners, is required from customers who do not own their residence or business property. Deposits shall not draw interest.

(Resolution R-2013-82 approved by the board of Commissioners on August 5, 2013 set the current deposit at \$175.00)

Customers must give notice in person or through his or her duly authorized agent or representative. at Town Hall to discontinue service to a residence or business. Deposit can be transferred to another location within the city limits; however deposits cannot be transferred to another individual.

Billing and Collecting:

Water meters will be read approximately by the 10th of each month. Accounts are billed from the reading date of the previous month to the date of current reading. Effective July 1, 2014, bills will be mailed on or before the 23rd of each month. If water service is connected at any time during the billing cycle, that account will receive at the least a minimum bill.

Transfers

All accounts must be paid to a zero balance before transferring to a new account. The final bill at the previous address must be paid by the bills due date or it will be transferred to the new account.

Utility Rates:

All water and sewer accounts are charged a fixed monthly rate and an additional charge for consumption per each thousand gallons of usage. Where sewer is available, sewer usage is based on the gallons of water usage. These fees are set by resolution by the Town Board of Commissioners. The current rates are available by request at the town hall.

In the area just outside the city limits where sewer is available, the fixed rate is 1 ½ times the regular rate for water and 2 times the regular rate for sewer.

Making Payments:

Bills may be paid at the Town Hall from 8:00 a.m. to 5:00 p.m. Monday through Friday or at the drive thru window from 8:00 a.m. to 4:30 p.m. A drop box is located on the drive thru window side of the Town Hall for your convenience. Payments may be mailed to: Town of Williamston, P. O. Box 506, Williamston, NC 27892.

Returned Check Charge:

A \$25.00 returned check charge will be due if a check is returned by your bank. The Town will not accept checks as payment from any customer who has previously issued an insufficient funds check for at least one year. Water services will be suspended if prompt payment of a returned check is not made. If, a second check is taken on the account and it returns to us unpaid, check writing privileges will be terminated permanently.

Delinquent Accounts and Actions Taken for Non-Payment:

A late fee or delinquent charge, as set by resolution by the Town Board of Commissioners, will be charged to your account upon it becoming delinquent. (Resolution #19 dated December 9, 2009

set the late fee at \$25.) Service will be disconnected and water and sewer will not be restored until the account has been paid in full including any additional fees or charges assessed. Service will be restored the same day if payment is made prior to 2:00 p.m. If payment is made after 2:00 p.m., service will be restored the next day.

Meter tampering is strictly prohibited! Additional fees or charges, as set by the Town Board of Commissioners, may be assessed to your account for but not necessarily limited to the following reasons:

- If it becomes necessary to lock the meter
- Tampering (on any public utility-meters, hydrants, valves or devices)
- If the lock or meter is damaged
- If the water meter is removed and a reinstallation is made within 60 days after services have been cut off
- If the water meter is removed and a reinstallation is made after 60 days and within 365 days after the cut off
- If the water meter is removed and a reinstallation is made after 365 days, the customer will be charged the original connection charges.

Current fees for the violations above were set by Resolution R#19 approved by the Board of Commissioners on December 9, 2009 as follows:

Lock-Out Charge:	\$20.00
Lock Replacement:	\$30.00
Meter Removal:	\$40.00
Tampering with Public Utilities:	\$100.00 (hydrants, valves or devices)

Reinstallation Fees:

- a. If the reinstallation occurs within 60 days after the cut-off, the fee shall be \$40.00.
- b. If the reinstallation occurs after 60 days and within 365 days after the cut-off, the fee will be \$80.00.
- c. If the reinstallation occurs after 365 days after cut-off, the customer will be charged the original connection charges specified in Section X. (8) of the Water Use Ordinance.

Water Tap-on Connection Fees:

	<u>In Town</u>	<u>Out of Town</u>
For one ¾ Service	\$450.00	\$450.00
For one 1" Service	\$550.00	\$550.00
For one 1 ½ Service	\$950.00	\$950.00
For one 2" Service	Cost plus 20%	Cost plus 25%
For one 4" Service	Cost plus 20%	Cost plus 25%

Each action taken is a separate individual charge.

Inspection Fee

The Town charges an inspection fee for construction projects. This fee is set by the Town Board of Commissioners. Resolution R#19 approved by the Board of Commissioners on December 9, 2009 set the fees as follows:

Inspection Fee- \$20
\$20/hour for construction projects

Permit Fees

	<u>In-Town</u>	<u>Out-of-Town</u>
Permit to install new domestic water connection	\$ *	\$ *
Permit to reconstruct private service piping	\$ no charge	\$ no charge
Permit to close abandoned service	\$ no charge	\$ no charge

* included in connection charge

High Bills:

If a customer's bill increases substantially in one month, and the customer has not increased usage, there may be a leak. The customer, or a plumber if the customer so chooses, should check the water lines for any loose connections or breaks, for any leaking toilets, or dripping or running faucets. The Town is not responsible for leaks occurring in the customer's water lines.

Complaints:

If a customer believes the bill is in error, the customer may contact the Administrative Office at Town Hall between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday and present the claim in person or through his or her duly authorized agent or representative before the bill becomes delinquent. A Public Works employee can make a special meter reading at the customer's request in an effort to determine if the customer has a water leak. This fee must be paid in advance and is currently set at \$10 by Resolution #19 approved by the Board of Commissioners on December 9, 2009. If the meter is found to be over-register beyond 5 centum of the correct volume, there will be no charge and the fee will be refunded. If Public Works employees find that meter readings are accurate and cannot detect a leak on your property, you are responsible for paying the full amount of your bill.

Public Works employees cannot enter your property to check for a leak.

Adjustments:

If a water leak is detected, the bill can be adjusted after proof of repair (i.e. repair bill) is presented. Adjustment request/receipts need to be received in the office by the 18th of the month to be credited to current months' bill. If an adjustment is approved, both the water and sewer will be adjusted per current adjustment policy. Adjustments are based on an average 12month usage. Only one adjustment is allowed during a 12month period. Adjustments to water accounts cannot be done on the same day requested.

Water Line Leaks:

The Town is responsible for servicing lines to water meters. The property owner is responsible for any service from the water meter to the house.

Out of Town Residents:

Contact Town Hall for a current list of rates for your area.