



Utility Billing Policy

The information below is the current utility policy and any related fees as set forth by the Town of Angier Board of Commissioners. The policy and fees are subject to change as the Board sees fit. There is a non refundable Activation/Transfer Fee of \$35.00 to establish all new accounts, or to transfer service from one location to another. This is a fee, not a deposit. In addition to the Activation Fee there is a \$85.00 deposit required to establish service on all rental properties. This \$85.00 deposit will be applied to your account once service is terminated. Once final billing is completed, any credit balance will be refunded to you at the forwarding address provided on the request to terminate service.

The current water, sewer, and trash rates are as follows:

<u>In Town Rates</u>	* <u>Water</u> Zero to 2,000 gallons \$11.70 \$2.65 per thousand for all over 2,000 gallons
	* <u>Sewer</u> Flat Rate Service Fee \$10.50 \$5.35 per thousand gallons used
	* <u>Trash</u> \$8.50 per month
<u>Out of Town Rates</u>	* <u>Water</u> Zero to 2,000 gallons \$23.40 \$5.30 per thousand for all over 2,000 gallons
	* <u>Sewer</u> Flat Rate Service Fee \$19.50 \$9.75 per thousand gallons used

Meters are read and bills are calculated on a monthly basis. Bills are mailed on the last working day of each month. Account balances are always due on the tenth (10th) day of the month. There is a grace period, which allows bills to be paid on the twentieth (20th) day of the month without a late fee. If balances are unpaid after 5:00pm on the 20th day of the month, or the Monday after (if the 20th falls on a weekend), a \$10.00 late fee will be assessed on each account. If the balance has not been paid by the 25th of the month, or the Monday after (if the 25th falls on a weekend), service will be disconnected and a \$25.00 cut-off fee in addition to the late fee will be applied to the account. Your account will be finaled after 10 days of disconnection if service has not been restored and your deposit (if applicable) will be applied to the balance on the account. If service is restored after the 10 day disconnection period, a new deposit (\$85.00) and connection fee (\$35.00) will be required. If service is disconnected and a meter shows any usage has occurred between the time of cut off and restoration, there will be a tampering fee assessed on the account in the amount of \$50.00. The tampering fee must be paid in addition to any other charges that may be due on the account before water service can be restored. **The Town is not responsible for bills that are not delivered by the US Postal Service. If you do not receive your bill by the fifth (5th) of the month, you should contact Town Hall at 919-639-2071 for your balance.**

ADJUSTMENT POLICY: All customers are allowed three (3) adjustments in any one calendar year due to major leaks and breaks subject to determination by the Town. One must provide the Town with a statement of repair from a plumber. In the event that the resident or landlord repairs the leak, a receipt showing the purchase of plumbing supplies and a statement from the individual who actually made the repair must be provided to the Town. **Hanging toilets are NOT eligible for adjustments.** If you have an emergency at night or on the weekend please contact Harnett County Sheriff's Office at 910-893-9111. There are Public Works Personnel on call for emergencies only. Reconnections due to non-payment of account will not be handled as emergency situations.

(Revised 7/1/07)