



Important Phone Numbers:

Town Hall:

(336) 679-8732

Yadkin County Sheriff's Office:

(336) 679-4217

Town of Yadkinville

Water and Sewer Service Policy

I. NEW SERVICE:

- a. A completed application for service must be received prior to the water connection. Along with the completed application, the Utility Billing Clerk must receive a **CURRENT** photo ID, lease/rent agreement signed and dated by a tenant and the landlord, or the closing information if the customer purchased the residence. A meter deposit of \$150 for residential customers and \$200 for commercial customers is required for each connection. A meter deposit, upon written permission of the customer, may be signed over to another member of a customer's immediate family if the customer moves out, and a member of his or her family continues to reside in the residence. Meter deposits will not be charged in instances where the applicant is the owner of the property in question, upon verification.
- b. Any past due bill for that individual will be due at the time any new water service is requested.
- c. Meter deposits will transfer when a customer relocates from one location to another within the system. Customer deposits must match the current fee schedule (ex. Meter deposit price change). Any outstanding balance will transfer along with the meter deposit.
- d. The Town reserves the right to retain deposits indefinitely to assure payment of the utility charges. Deposits will be held on the account until service is disconnected, and the account is at a zero balance. The deposit will be applied to the final bill and if there is a remainder of the money, the Finance Officer will issue a check at the end of the final billed month.
- e. A customer will remain responsible for any utility charges until a properly completed request for termination or transfer of service application is accepted. ***The property owner of record is responsible for any utility consumption that occurs on an inactive account.***

The Town of Yadkinville does NOT permit double hook-ups. Please contact Town Hall for clarification.

II. BILLING AND PAYMENTS:

- a. Minimum monthly utility charges begin the first full billing month after the Town makes the service available to the customer by either installing a water tap and meter or, in the case of sewer only, the sewer clean-out pipe.
- b. If the customer requests that a tap is made with the meter installed at a later date, a \$50-meter installation fee will be assessed.
- c. If the customer requests temporary disconnection of utility service, a \$30 reconnection fee will be assessed when service is reestablished.

- d. Meter reading begins on the 10th of each month. The Utility Department staff rereads any meters that indicate a consumption of 5,000 gallons over the average usage. If the original reading is correct, the meter-reader will leave a “**COURTESY NOTICE**” of increased consumption. Unusual increases in consumption may indicate a broken or burst pipe. If this is the case, you may be eligible for one leak adjustment to your water bill per calendar year. Refer to section VII for the Town’s leak Adjustment Policy.
- e. The billing period covers the 10th of the prior month to the 10th of the current month. Water bills are mailed out the last working day of each month. **Customers who do not receive their bill(s) will continue to be responsible for making payment on time.** Customers may call (336) 679-8732, 8:00 a.m. to 5:00 p.m., Monday through Friday, except holidays to receive their account information. Not receiving a bill is not a valid excuse for failure to pay. If you should have an address or phone number change, contact our office immediately.
- f. The water bills are due on the 10th of the month you receive it in. It is considered past due on the 10th of the following month. If an account is two months owing, there will be a 5% or \$5 (whichever is greater) penalty applied to their bill on the 1st of the month.
- g. The Town accepts payments by mail or in person at Town Hall either inside or at the drive-thru window. An after hour night depository box is located at the drive-thru window for customer convenience. Accepted types of payment include cash, check, money order, cashier's check, debit/credit cards, online through MuniPAY, and automatic bank drafts. If payment is received via debit/credit card over the phone or in person a \$2 administrative fee is charged. No second-party or starter checks are accepted.
PLEASE HAVE YOUR BILL IN HAND FOR PROPER POSTING TO YOUR ACCOUNT!
- h. In the event payment is made in an amount less than the total due on a bill, any such amount shall be allocated to outstanding charges in the following order: penalty, solid waste, sewer, and water.

III. RETURNED CHECKS:

- a. When a check or bank draft is returned for insufficient funds or closed account from the bank for payment of a water bill, the bill shall be deemed unpaid. The customer will be notified via hand-delivered letter by the Yadkinville Police Department and is responsible for the amount of the check plus a returned check fee of \$25 **CASH ONLY**. If the check and returned check fee are not paid within 5 business days from the date on the top of the hand-delivered letter, the matter is turned over the Yadkinville Police Department and water will be disconnected until payment is received. If water is disconnected due to non-payment a \$50 non-payment fee will also be collected.
- b. Upon the Town receiving a second check or bank draft due to insufficient funds or on a closed account from the bank, the customer will be considered **CASH ONLY BASIS**. From this point forward the customer will have to pay any debts (utility charges, taxes, fees, or anything owed) to the town via cash or debit/credit card.

IV. CUT-OFF:

- a. If bills are not paid in full by the 10th of the second month (2 months due), water service is discontinued. If a bill indicates a previous balance due, the previous balance must be paid by the 10th, in order to avoid disconnection of water service. Water cut-offs are on the 11th of the month. Other than the water bill, customers will receive **NO** prior warning or cut-off notice.

- b. Once the cut-off list leaves Town Hall, the customer must pay in full the past due amount, the current due, late fee, and a \$50 non-payment fee to have service reconnected.
- i. There will be no extensions granted.
 - ii. ***GS-14-151 Tampering with the meter in any way (ex: turning your water back on) will result in a \$100.00 fine plus and repair costs, if applicable. Utility services will not be reinstated until tampering fee and the account is PAID IN FULL.***
- c. The charge to reconnect water service is \$50 plus the previous/current months' bill. Upon cut-off by the Public Works Director, a "NOTICE OF DISCONNECTION" will be left at the residence or business notifying the customer of the charges to restore service. In addition, a late charge of \$5 or 5% of the bill, whichever is greater, is applied to the previous balance.
- i. **Payment must be made in full in order to be turned on, in regards to Cut-offs.**
- d. In order to ensure same day reconnection of service, full payment must be made **BY** 4:30 p.m. A drop box is available at the drive-thru window to leave payments after 5:00 p.m. **However, no one will be available to reconnect service after 4:30 p.m., regardless of hardship.**

V. DISCONNECTION OF SERVICE:

- a. Customers moving out of the Town of Yadkinville should contact Town Hall to discontinue water service and to provide Town Hall with a forwarding address, telephone number, and the date to discontinue the service. A final reading will be taken and the customer will be billed at the end of the billing cycle for that usage.
- b. Upon final billing, any meter deposit is applied to the final bill and prior balance (if any). The remainder of the deposit is mailed to the customer's new address. If a balance is due, payment must be made in full in order to stay in good standing. The Town will pursue all available options to collect unpaid balances.
- c. A customer moving and failing to notify the Town shall forfeit his or her deposit until such time he or she requests service to be discontinued and a customer has no outstanding balance.
- d. There will be a one-time courtesy call of turning the water off at no charge. After the one-time courtesy call, the Town has the right to charge a \$50.00 non-payment fee in the event of the customer leaving town (ex.: vacation, etc.)

VI. METERED WATER; BROKEN WATERLINES; PROCEDURE RATE ADJUSTMENTS; INOPERATIVE METER

- a. Customers will be charged for all water that passes through the meter, whether used or wasted. Under no circumstances will be sewer charge be adjusted off customers bill (Sewer charge is 105% of the water charge).
- b. It is the customers' responsibility to check water and sewer lines on the occupied property for broken or burst pipes. **Each customer or user shall contact the Town Hall to report any such instance of broken or burst lines IMMEDIATELY.**
- c. Upon proper reporting of broken/burst water or sewer lines, the customer will be allowed a rate adjustment if they meet criteria. (See criteria below under Leak Adjustments).

- d. If the customer is so entitled, the contested monthly water bill shall be determined by averaging the previous six months water bill to reflect an average bill for the contested amount of water usage.
- e. If the seal of the meter is broken by anyone other than the Town's representatives, or in the event that the meter fails to register the use of water, the customer shall be charged with the amount of computed usage using the appropriate following formula.
Computed usage will be used for the period in which the meter failed to register.
 - i. If the customer has been an occupant at the same location for three years or more, they shall be charged the current rate, based on the average water consumption for the same month during the previous years of occupancy.
 - ii. If the customer has been an occupant at the same location for less than three years, they shall be charged the current rate based upon the average amount of water consumed monthly.

VII. LEAK ADJUSTMENTS

- a. The following criteria must be met before your account can be adjusted:
 - i. The leak must be **5,000 gallons over** your high range of usage.
 - ii. Water leaks that the Town will adjust are for the main line (from the meter to your house) breaks. The Town **WILL NOT** adjust for water hoses left on or toilets leaking or hanging.
 - iii. Documentation from a licensed plumber with the explanation of repairs, or
 - iv. If repaired by owner – he or she will need to come to Town Hall and fill out documentation stating what happened, how it was fixed; and provide the receipt(s) of materials used; along with pictures, if applicable.
 - v. Only **ONE** adjustment within a twelve month period. The twelve-month period begins on the day the adjustment is made not when the leak occurred.
 - vi. Due to the Town's billing cycle, a carryover of usage could affect the next month's billing. Adjustments will only be made to one monthly bill (whichever is greater).
 - vii. The adjustment must be requested within 30 days of the postmark date on the water bill.

VIII. WATER SOLD FOR SWIMMING POOLS

- a. Any time a customer fills his or her swimming pool with water coming through the water meter, **SEWER WILL BE CHARGED.**
 - i. If any leaks should occur during pool usage, which results in re-filling of the pool; customers can come before the Board of Commissioners for adjustments. Adjustments will be determined on a case by case basis.
 - ii. Only **ONE** adjustment within a twelve month period. The twelve-month period begins on the day the adjustment is made not when the leak occurred.
- b. Any 100,000 gallons or above swimming pool, open to general public and owned by a non-profit or governmental agency, may be filled by a connection to a fire hydrant. A Town employee must be present to operate the fire hydrant and monitor the filling for Back Flow Ordinance compliance. Consumption will be determined, for billing purposes, by the size of the pool. In addition, the agency will be charged the standard hourly rate for the time the Town employee is present, per the Town of Yadkinville Fee Schedule. The fee may be waived at the discretion of the Town Manager.

IX. BULK WATER PURCHASES

- a. All bulk water sales must be arranged through Town Hall. Bulk water allotments will only be given at the Yadkinville Water Treatment Plant.
- b. Only Town of Yadkinville Public Works Employees or Yadkinville Fire Department personnel are allowed to use the fire hydrants.
- c. Bulk water must be hauled the day it is paid for.

X. FINE FOR CUTTING WATER/SEWER LINES OR TAMPERING WITH WATER METERS

- a. Anyone digging or grading in the vicinity of Town water and/or sewer lines must request the Town of Yadkinville Public Works Department to locate such lines before beginning any digging and/or grading.
- b. In addition to fines listed in Section XI (b), the Town shall charge for repair costs including labor, equipment, and materials.

XI. ENFORCEMENT

- a. It shall be the responsibility of the Public Works Director to enforce the Town of Yadkinville's Water and Sewer Policy.
- b. Violation of Section VI(b) and/or IX (a) and/or Section X (b) shall result in a penalty fine of \$100.00 per separate incident in addition to any other fines or fees assigned.

Policy approved and adopted, this, the 3rd day of June 2019 by the Town of Yadkinville Board of Commissioners and will be effective July 1, 2019.

Mayor Eddie Norman

Date