



# TOWN OF AHOSKIE

## UTILITY POLICY

### Request for Service

To request utility services, customers must complete an application and service agreement. Required documentation includes:

1. **Photo Identification**
2. **Social Security Number or Federal Tax ID** (as per NC GS 105A-3(c)) for businesses. This is used for identity verification, identity theft prevention, and collection of unpaid bills, including participation in the debt set-off program and online collection.
3. **Signature** on the application, agreeing to current and future policy terms.
4. **Deposit Payment:**
  - \$75 for property owners
  - \$200 for rental or commercial properties
  - \$50 for service transfers.
5. **Administrative Fee:** A \$30 fee will be added to the first bill for new accounts. This can be waived if you sign up for both Automatic Bank Draft and E-Bill. Please inquire with the cashier for more details.
6. **Proof of Residency:** A lease or sales agreement showing the applicant's name and address.

For same-day service, applications must be submitted by **12:00 PM** to allow time for Public Works to process the request.

### Account Information Changes

Customers must submit any changes in account details (e.g., mailing address, account name) in writing to prevent errors.

- **Residential Accounts:** Must be in the name of an individual at least 18 years old who resides at the listed address.
- **Rental Property:** Tenants may hold accounts in their name during their lease, provided a current lease agreement or written authorization from the property owner is submitted.
- **Deceased Account Holders:** Surviving spouses must transfer service into their name within 90 days of the death. If the service is not transferred, the Town may disconnect service and apply any applicable deposit toward outstanding balances.

**Note:** Service will be closed within 90 days if no surviving spouse resides at the address. Any remaining deposit after applying to the balance will be refunded to the deceased's estate.

### **Business Accounts**

Business accounts must provide a **Federal Tax ID** or **Social Security Number** (for sole proprietors) and the **signature of an officer** (if incorporated). A billing contact name and number for emergencies must also be listed.

The Town reserves the right to refuse service to applicants with delinquent accounts within Ahoskie.

### **Billing Procedures**

1. **Water Readings:** Are collected monthly by automated meter reading software, typically by the **10th of each month**. Public Works reviews for excessive usage and leaks before bills are generated.
2. **Bill Due Dates:** Bills are sent before the last day of each month. Payment is due by the **10th** with a **grace period** until **5:00 PM on the 15th**. If the 15th falls on a weekend or holiday, payment is due by **8:00 AM on the next business day**.
3. **Late Fees:** A \$20 late fee is charged after the 15th. If not paid by the **24th**, an additional \$45 fee will be added, and services may be disconnected. Payments after **3:00 PM** on the 24th may not be processed the same day.
4. **Disconnects and Reconnects:** Accounts unpaid after the 24th will be disconnected. Reconnection occurs only when the full balance, including fees, is paid.

**Important:** Customers are responsible for payment even if they do not receive their bill. If you don't receive your bill, you must inform the office and pay by the due date.

### **Payment Agreements**

1. **Active Residential Customers:** If a utility bill exceeds \$300, the customer can enter a payment agreement. The first \$300 is due immediately, with the remaining balance payable over **4 months**.
2. **Returning Residential Customers:** Those returning with a prior balance over \$300 can also enter a payment agreement. The customer must pay a **\$200 security deposit** and cover the first \$300 of the prior balance.

### **Billing Adjustments**

**Leaks:** Adjustments for excessive sewer charges due to leaks are possible if the water did not enter the sanitary sewer system. Customers must repair the leak before an adjustment is considered.

**Suspected Meter Errors:** If a meter error is suspected, it will be tested by a third-party. If the meter reads accurately, the customer will be charged for the testing. If the meter over-reads, a credit will be applied.

## **Delinquency Procedures**

1. **Delinquency List:** Accounts not paid by **5:00 PM on the 15th** will incur a \$20 fee. A shut-off list is prepared by the **24st**, and disconnections begin unless an agreement is made.
2. **Reconnection:** Reconnection is only done after the full balance is paid. Service may be reconnected between **1:00 PM and 5:00 PM**.

## **Waiver of Administrative Fee**

- The **administrative fee** may be waived once a year if requested before **5:00 PM on the 15th**, and if the account has not been delinquent in the past 12 months.
- It may also be waived for customers with a good payment history who agree to automatic payments.

## **Disconnection of Service**

The Town may disconnect services for the following reasons:

- Failure to pay bills
- Refusal to allow access to meters
- Meter tampering or illegal connections
- Unresolved plumbing leaks
- Returned checks or non-payment of associated fees

## **Unauthorized Usage**

Tampering with the Town's water or sewer system is illegal and subject to a penalty of up to **\$1,000 per day**, plus applicable charges. Unauthorized reconnection or meter tampering incurs a **\$35 lock cut fee**.

## **Collection Remedies**

The Town may pursue the following:

- **Water service** payment for up to **4 years** from the date of delinquency.
- **Sewer service** payment for up to **3 years**.
- A claim may be submitted through the **state's debt setoff program**.

## **Returned Checks or Bank Drafts**

A **\$35 fee** is charged for returned checks or bank drafts. After two returned payments, only **cash, money orders, or certified checks** will be accepted.

## **Deposit Refunds**

Deposits are applied to outstanding bills upon account closure. Any remaining balance is refunded to the customer. **No interest** is paid on deposit amounts.

### **Cleaning and Repair Service**

The Town may turn on service for **7 days** for cleaning and repairs. A **\$30 charge** applies, and additional fees may be added for excessive water usage during this period.

### **After Hours Reconnect Fee**

A **\$50 reconnect fee** is charged if service is restored after hours, excluding emergencies like major leaks or sewer backups.

### **Garbage Collection Fees**

- **Residential:** \$23 per month per container
- **Commercial:** \$32 per month per container

For issues with trash pickup, contact **GFL Environmental** at **(252) 536-2011**.

### **Yard Waste Pickup**

Yard waste (grass clippings, small branches, etc.) should be placed **at the edge of the property**, not in the street or curb. Please ensure waste is separated and not in bags. For large items, call **Public Works** at **(252) 332-5165**.

### **Water & Sewer Emergencies**

For after-hours water or sewer emergencies, call **252-287-6084**. A **\$50 service charge** applies for after-hours calls, excluding major leaks or sewer backups.

### **Review and Updates:**

This policy will be reviewed and updated as needed.

Adopted by the Town Council the 8<sup>th</sup> day of April, 2025.