

TOWN OF BLACK CREEK
 PO Box 8
 Black Creek NC 27813

PHONE: 243-6439

FAX#: 206-7152

Emergency # after hours/weekend: 243-0441 (leave message)

Customer Policy for Utility Services

(Electric, Water, Sewer)

I. GETTING UTILITY SERVICE CUT ON

- A. **Application** for service must be made at the Town Hall office. Copy of Driver's License is required and Social Security Card or another form of ID.
- B. **Deposit** must be paid before service is connected. Letter of credit or reference Letter **will not** be accepted in lieu of deposit.

1. Electric Deposits

a. Residential (Homeowner-must own land	\$	100.00
b. Residential (Renter, includes mobile home lots rented)	\$	360.00
c. Small Business (using under 2,000 kwh)	\$	75.00
d. Large Business/Commercial (using over 2,000 kWh but under 10,000 kWh)	\$	200.00
e. Industrial (using over 10,000 kWh)	\$	500.00
f. Shop (on customer's premises and not used for business purposes)	\$	25.00
g. Bulk tobacco barn (per meter)	\$	25.00

2. Water/Sewer deposits

Homeowners	\$	50.00
Renters	\$	65.00

3. Temporary Service Fee: (restoration/clean-up) \$ 25.00

NOTE: Deposits, except for temporary service fee, are applied towards the final bill at the end of the month billing period. Any refund will be mailed back to the customer.

4. Temporary Service Connections (pole is set) \$ 30.00
For New Construction

II. BILLING

Normally meters are read between the 15th and the 17th of the month. Utility bills are mailed on the first working day of each month. If you have not received your utility bill by the 5th of the month, or you feel your bill is not correct, you should contact the Town Hall office immediately.

III. **UTILITY RATES:** Call Town Hall if you have any inquiries.

IV. **PAYMENTS** [by 16th]

A. Bills are due upon receipt. Payment is considered late if not received in the Town Hall office **on or before the 16th of the month.** The disconnection date is shown on the bill. Disconnection occurs immediately on this date. Payments received by mail will be accepted without late fee penalty if received **on or before the due date .** If the 16th falls on a weekend or holiday, payment should be made prior to the weekend or holiday. It does not carry over to the next business date. The Town Hall office **does not** close on all **legal holidays so please do not assume we are closed. No second notices are given.**

B. There are 4 ways to pay your bill:

1. In the Town Hall office during normal office hours (8:00 a.m.-5 p.m., Monday through Friday)
2. By mail to P.O. Box 8, Black Creek, NC 27813
3. By drop box located at the front of the Town Hall. **We are not responsible for cash payments.**
4. We can take credit card payments in the office and over the phone.

C. LATE PAYMENTS.....Penalty

1. A penalty is charged to any customer after the 16th of the month.
2. Penalty Fees \$ 25
 - a. Customers with any type of service, whether it be electric, water and sewer or water and sewer or just water only

V. **DISCONNECTION/RECONNECTION FEE** \$ 50

1. Disconnection will occur if full payment is not received by the cut off date. A fee of \$25.00 will be charged for **each** trip an employee makes to disconnect a meter regardless of whether the meter is actually disconnected. This fee is in addition to the late payment penalty.
2. A reconnection fee of \$25.00 must be paid to have service restored after disconnection for non-payment of utility bills. This fee is in addition to the late payment penalty. Service will be restored only during regular working hours and only after the bill and all penalties have been paid in full. Customers disconnected must also update their deposit to meet current deposit requirements.
3. We do not offer after hour reconnections. If a service is disconnected, it will have to be paid by 4 p.m. to have services reconnected the same day. Payments made after 4 p.m., services will be reconnected the next business day.

Customers paying on disconnect day will automatically have to pay the \$50 disconnect/reconnect fee.

VI. **METER TAMPERING:**

A fee of \$300.00 will be charged to anyone who tampers with any meter, whether it is electric or water. The meters are checked daily after they are disconnected to make sure they are still off until account is paid in full.

VII. **TAP ON FEES**

	<u>Inside Town</u>	<u>Outside Town</u>
A. Water Tap Fee ¾"	\$ 550	\$ 800
B. Water Tap Fee 1"	\$ 650	\$ 900
C. Sewer Tap	\$ 650	\$ 850

VIII. RETURNED CHECKS

A fee of \$30 is charged to the customer for each returned check. The customer must pay the returned check and fee in cash or money order immediately upon notification or risk disconnection of service. After a customer has given the Town **three** returned checks, no further checks will be accepted for payment of customer's bill. Only **CASH OR MONEY ORDERS** will be accepted. If service is disconnected because of non payment of a returned check, the \$50 disconnection/reconnection fees will be added and must be paid before services will be restored. If a check is returned that we received before the due date, you will also be charged a \$25 late fee because technically the bill is still late.

IX. YARD LIGHTS

A. Rental yard light \$10.29 INTOWN \$11.00 OUT OF TOWN

Application contract is available at Town Hall and must be submitted and signed by the customer. The Town installs and services the yard light.

- B. Installation fee for yard lights:
 - \$25.....if no pole is to be set
 - \$50.....if pole is set
 - \$50.....any underground service

- C. Application contract period:
 - Overhead wiring.....3-year contract
 - Underground wiring.....5-year contract

Underground wiring to light: The Town will set the pole, furnish and install the light, and run 150 feet of underground wire. The customer will pay for all wire charges in excess of 150 feet, all additional labor involved, and any additional materials expense plus 35%.

D. Customer owned yard light

Yard lights owned by the customer must be metered through the customer's meter. The Town will service the yard light (parts and labor) for a fee payable by the customer.

VII. GARBAGE COLLECTION (Thursday)

- A. Monthly fee \$11 per month

The collection fee for garbage is billed on customer's monthly utility bill providing the customer is within the town limits and eligible for this service.

- B. **Garbage Collection Schedule Beginning 7:00 a.m. Thursday**

Garbage pick-ups are made on Thursday only. Place garbage in tied plastic bags inside your garbage roll cart, and put the cart beside the street by 7:00 a.m. each Thursday.

Town ordinance requires that garbage not be placed by the street any earlier than 8:00 p.m. the day before collection, nor any later than 7:00 a.m. the day of collection.

- C. **Broken bins** should be reported to the Town Hall office for replacement.
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Pickup of other items: The Town picks up all other items besides garbage.

- A. **Yard waste** such as limbs and leaves. (Monday only)

1. Leaves must be tied up or bagged up.
2. Limbs should be no more than 4 feet in length.
3. **The town will not pick up limbs or yard debris created by contractors being paid for their work.**
4. **The town does not pick up tires !!!!**

- B. **Construction/demolition materials will not** be picked up by town.

- C. **White goods (appliances)** will be picked up by the Town (Monday only)

- D. **Furniture:** Couches, chairs, loveseats, etc will be picked up by the town. (Monday only)