

**City of Roxboro, North Carolina  
Water Billing and Collection Policies  
Effective July 1, 2016**

Listed below are the City of Roxboro's policies concerning water and sewer billing and collection:

**New Customers – Security Deposit**

All new customers are required to pay a security deposit to have water and sewer services turned on. The security deposit will be applied to your water bill after 12 months of continuous service if all water bills are paid in a timely manner by the 5<sup>th</sup> day of each month. If water bill is paid after the 5<sup>th</sup> day of any month, your deposit will be held until all monthly bills are paid by the 5<sup>th</sup> day of the month for a period of one year. Upon termination of service, the security deposit will be applied to your final bill. Any remaining balance in the security deposit will be refunded within 30 days of your final billing. New customers are also required to pay a one time nonrefundable set up fee of \$15.00. The amount of the security deposit for various customers is shown below:

	<u>Inside</u>		<u>Outside</u>	
	<u>Normal</u>	<u>Credit Risk</u>	<u>Normal</u>	<u>Credit Risk</u>
Residential	\$ 50.00	\$ 100.00	\$ 100	\$ 200
Commercial	50.00	100.00	100	200
Industrial	1,000.00	1,000.00	1,000	1,000

Customers with excellent credit may avoid paying any deposit. Also, customers with average or normal credit may avoid the deposit, by signing up for automatic bank draft for water bills. All new customers should provide the City with a correct mailing address, home and business telephone number, and 2 forms of identification such as a valid driver's license and social security card. Tenants are required to provide a copy of the lease or rental agreement for their home or apartment in order to have service connected in their name.

Credit risk for new customers is determined by an independent credit reporting service, OnLine Utility Exchange. Any questions concerning your credit report or rating should be directed to the OnLine Utility Exchange at (866) 630-6400.

**Connection (Tapping) Fees**

The City of Roxboro charges a one time connection or tapping fee to connect water and sewer services to the City's water and sewer lines for new residential, commercial and industrial buildings. This fee applies to all new construction and to existing buildings not already connected to the City's lines. The current rates for connection fees are shown below:

	<u>Inside</u>	<u>Outside</u>
Water Connection ¾" line	\$1,200.00	\$2,400.00
Sewer Connection	\$1,200.00	\$2,400.00
Water Connection 1" line or larger	Cost + 10%	Cost + 10%

## Monthly Billing and Due Dates

The City bills for water, sewer and commercial garbage collection services on a monthly basis. Bills are mailed on the 18<sup>th</sup> or 19<sup>th</sup> of each month. Payment for water bills is due on the **5<sup>th</sup> day of the following month**. (Example: Water bills received on September 20<sup>th</sup> are due on or before October 5<sup>th</sup>.) Customers may pay their bills in person at the **Roxboro Municipal Building** located at **105 S. Lamar Street** in Uptown Roxboro. Our office hours are **8:00 am to 5:00 pm Monday through Friday**. The City provides a drive through window for your convenience. There is also a night deposit box located next to the drive through window for payments after normal business hours. **When paying water bills at City Hall, please bring your water bill with you.** This will save time both for you and other customers waiting to pay their water bills. You may also mail payment to the **City of Roxboro, P. O. Box 128, Roxboro, NC 27573**.

## Bank Drafts

For your convenience, the City can draft the monthly water bill payment directly from a customer's bank account. This will save both time and money for postage stamps for our customers. It will also prevent the possibility of any additional fees or service interruption due to late payment. Customers will still receive a monthly bill on the 20<sup>th</sup> of each month. The payment will be drafted from your account on the 5<sup>th</sup> day of the following month. If you are interested in this service, please contact Pamela Daye at (336) 599-3116.

## Late Payment Fees and Reconnection of Service

A late payment fee will be charged for all water bills not paid on or before the 15<sup>th</sup> day of the following month. (Example: Water bills received on September 20<sup>th</sup> will be assessed a late payment fee if not paid by October 15<sup>th</sup>.) The late fee is **5% of the outstanding bill or \$25.00**, whichever is greater. The City may waive the late fee 1 time per customer if all bills for the previous 12 months have been paid on time.

The City will disconnect service on the 16<sup>th</sup> day of the month for nonpayment. The City will not disconnect service on Friday or the day prior to a legal holiday. Service will be disconnected on the following Monday or the next business day after the holiday. To restore service, a customer must pay the water bill in full including any applicable late payment fees. If the 15<sup>th</sup> falls on a Saturday or Sunday, we will give customers until Monday at 5:00 pm to pay their water bill. If the bill is not paid by Monday at 5:00 pm, water service will be cutoff on Tuesday morning.

## Turning Water On or Off

Requests to have water turned on or off should be made to the City's **Finance Department** located in the **Roxboro Municipal Building**. The telephone number is **(336) 599-3116**. New customers should bring payment for the deposit and set up fee plus the information requested above under New Customers – Security Deposit. The City will also turn water service on or off for the convenience of our customers. For example, water service can be turned off if you plan an extended trip out of town and then turned on again upon your return. There is no additional fee for this service. However, the customer will be charged the City's **minimum** water bill during the period the water is off. All requests received prior to **2:30 pm** will have water turned on or off the same day. Those requests received after **2:30 pm** will receive service on the next business day.

This schedule also applies to reconnection of service due to nonpayment.

## **Customers Moving to a New Location**

Customers are required to inform the City if they move to a new location or of any change in mailing address. Otherwise, the City has no way of knowing to disconnect service at your previous address or where to mail your final water bill and any refund of your security deposit. Therefore, the City will continue to bill customers for water and sewer services unless the customer notifies the City of the change of address and requests that service be disconnected. To avoid unnecessary water bills and possible late fees for future months, please inform the City whenever you vacate your current location. Customers who move back to Roxboro will be responsible for any unpaid water bills at a previous address. The old water bill must be paid prior to service connection at your new address.

## **Leak Adjustments**

If you have an unusually high water bill, it may be due to a leak in your plumbing or toilets. The City will give each customer a credit or leak adjustment once per each twelve month period. The adjustment is equal to one-half (50%) of the difference between your highest water bill and the average water bill from the preceding four months. To receive a credit, please bring a receipt for any repairs made to your plumbing as the result of a leak to Pamela Daye at City Hall.

Please note if you have a leak and the City informed you of the leak and you request to leave the water on after you have been informed of the leak, you are not entitled to receive a second leak adjustment. Each customer may receive only 1 leak adjustment per 12 month period.

## **Garbage Collection Services**

The City of Roxboro does not charge for residential garbage collection services. However, the City does charge for dumpster service to commercial businesses, industries, and multi-family apartments or mobile home parks. Fees for garbage collection services are included on the monthly water bill and are subject to the same billing and collection policies as water and sewer services. Partial payments on water bills are applied to garbage collection services first, then to sewer and finally to water services.

## **Information and Questions**

For additional information and questions regarding water and sewer services from the City of Roxboro, please contact the following City personnel:

For water and sewer connection, bank drafts, leak adjustments or inquiries regarding your water bill:

Pam Daye	Water Billing Department	(336) 322-6015
Shelia Pyles	Collections	(336) 322-6016
Wanda Blalock	Office Manager	(336) 322-6014

Fax Number (336) 599-3774

To report problems with water pressure, leaks, clogged water and sewer lines, garbage collection, or other inquiries:

Tony Dixon	Customer Service Representative	(336) 599-5658 or (336) 503-0489
------------	---------------------------------	-------------------------------------