

**Water and Sewer Service Policies
Effective July 1, 2008**

New Customers – Security Deposit and Set-up Fee

All new customers are required to pay a security deposit and set-up fee to have water and sewer services. The security deposit will apply to your water bill after 12-months of continuous service, providing all bills are paid by the 5th day of each month. If a bill is paid after the 5th day of any month, your deposit will be held until all monthly bills are paid by the 5th day of the month for a 12-month period. Upon termination of service, the security deposit will be applied to your final bill. Any remaining balance of the security deposit will be refunded within 30-days of your final billing. A one-time non-refundable set-up fee of \$15.00 is required for each new account.

Security Deposit Schedule

	Inside	Inside	Outside	Outside
	Credit Average	Credit Risk	Credit Average	Credit Risk
Residential	\$50.00	\$100.00	\$100.00	\$200.00
Commercial	\$50.00	\$100.00	\$100.00	\$200.00

Customers with excellent credit may avoid paying a deposit. Customers with average credit may avoid the deposit, by signing up for automatic bank draft. To set up an account the following information is required: Mailing Address and Physical Address if different, Home and Business telephone numbers, two forms of ID, valid driver's license or identification card and Social Security Card or a document with social security number. Tenants are required to provide a signed copy of the lease or the rental agreement.

On Line Utility Exchange an independent credit reporting service is used to check credit status. All questions concerning your credit report or rating can be directed to the company by calling 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 building. The fee applies to all new construction and to existing buildings not already connected to the City's lines.

Connection Fee

	<u>Inside</u>	<u>Outside</u>
Water Connection ¾" line	\$825.00	\$1650.00
Sewer Connection	\$825.00	\$1650.00
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 and bills are a month in arrears. Bills are mailed on the 18th or 19th of each month. Payment for water bills is due on the **5th day of the following month**. (Example: Water bills received on July 20th are due on or before August 5th.) Customers may pay their bills in person at the **Roxboro Municipal Bldg. Located at 105 S. Lamar Street in Uptown Roxboro**, Monday through Friday, between 8:00am and 5:00pm. The City provides a drive through window for your convenience and a night deposit box located next to the drive through window. A drop off box is located in the parking lot for after hour payments. All payments placed in the drop off boxes are posted the next business day. Payment can be mailing to The City of Roxboro, P.O. Box 128, Roxboro, NC 27573. Please bring your entire bill when paying in person. If mailing or dropping off your payment please include the stub from your bill and write your account number on your check.

Bank Drafts

For your convenience, payments can be drafted from a checking account. Customers who choose bank draft will still receive a monthly bill on the **20th of each month. The payment will be drafted on the 5th day of the following month**. If you are interested in this service please call 599-3116 and if you sign up, remember to deduct the amount from your account balance.

Late Payment Fees and Reconnection of Service

A late payment fee will be charged for all water bills not paid on or before the 15th day of the following month. (Example: Water bills received on July 20th are due on or before August 5th.) **The late fee is 5% of the outstanding bill or \$25.00 whichever is greater.** The City may waive the late fee one time per customer, within a 12-month period, if the bills have been paid on time the previous 12-months.

The City will disconnect service on the 16th day of the month for nonpayment. The City will not disconnect service on a 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 fees.** If the 15th falls on a Saturday or Sunday, customers will have until Monday at 5:00pm to pay their water bill. If the bill is not paid by Monday at 5:00pm the water service will be cut off on the next business morning.

Disconnect Water Service

Water service can be disconnected, at the Finance Department in the **Roxboro Municipal Bldg. Located at 105 S. Lamar Street in Uptown Roxboro**, Monday through Friday, between 8:00am and 5:00pm or by calling 336-599-3116. All requests received prior to 2:30pm will have service disconnected the same day. Those request received after 2:30pm water service will be disconnected 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 and to keep their mailing address updated. Otherwise, the City has no way of knowing to disconnect service at your previous address, where to mail your final water bill and where to send your security deposit refund, if applicable. Therefore, the City will continue to bill customers for water and sewer services. To avoid unnecessary 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. Outstanding bills 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 water leak in your plumbing or toilet. 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, you will need to bring the receipt for repairs to City Hall.

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

Information and Questions

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

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

Pam Daye	Water Billing	(336) 599-3116 ext 237
Shelia Pyles	Collections	(336) 599-3116 ext 221
Wanda Blalock	Office Manager	(336) 599-3116 ext 229
	Fax Number	(336) 599-3774

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

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