

TOWN OF TROUTMAN

Water/Sewer Service Policy

1. **NEW SERVICE:**

For new service connection, the individual must come to the office in person with his/her valid, picture identification, complete the application and pay a meter deposit. (See Fee Schedule)

Renters must bring a renter's receipt or lease, signed by the owner of the rented property. (*Renter's receipt must clearly state the location and name of the renter.*)

A meter deposit is required for each connection whether it is for residential or business use. A meter deposit can be signed over to another member of a customer's immediate family if the customer moves out, and member of his/her immediate family continues to live in the residence.

Any past due bill for that individual will be due at the time any new water service is requested.

Meter deposits will transfer when a customer has service transferred from one location to another within the system. Transfers of service will only occur when outstanding balances are paid.

- Sewer will be charged at the current sewer rate to every **metered connection inside city limits where the property is located within 150 feet of the Town's sewer line.**

2. **BILLING AND DUE DATES:**

The Public Works Department Employees will complete meter readings before the 15th of the month.

The billing period is from the 15th of one month to the 15th of the next month.

Bills are mailed by the 1st of the month, and due on or before the 10th of that month, a late fee will be added to the bill if not paid by the 15th. A cut off notice will be sent on the 16th, if the bill is not paid in full by the 25th, and service will be disconnected on the 26th. If service has been discontinued, the customer must pay the outstanding bill, plus a reconnect fee. (Late fee and reconnect fee are listed on the fee schedule)

3. **PAYMENTS:**

Cash, checks, credit cards and debit cards are accepted in payment of the water bill. Accounts can be set up for automatic debit if desired. Payment can be received in person, by mail or credit card payment can be processed over the telephone. No second-party checks are accepted.

Once the cut off list goes out of the office, the customer must pay the bill in full, plus the reconnect fee to have a service reconnected.

Returned Checks: When a check presented in payment for a water bill is returned from the bank the bill shall be deemed unpaid and the customer will be notified in writing that the check must be collected along with the returned check fee of \$25 within one week. If the check is not paid within the stated time, a certified letter is sent to the customer and if the check is not taken care of after the second week, the check is turned over to the magistrate's office for collection.

Payment Extensions: Holds will only be granted under extreme circumstances. Holds must be approved by the Town Manager.