

Adopted June 4, 2018

Town of Kenansville Application for Water/Sewer Service

Date _____ Number in Household/Employees _____

Customer Name _____

Customer Name (Spouse) _____

Date Service Needed _____ Social Security Number/EIN _____

Driver's License # _____

Service Address _____

Billing Address _____

Previous Address _____

Email Address _____

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Is plumbing complete/repaired and ready for water to be turned on? ____ Yes ____ No

(We prefer that someone be on the premises when service is turned on in case there are any broken lines or faucets left open. If there is an indication that there is water on (over 10 gallons runs thru meter), service will not be connected. A service call will be charged to return and connect service.)

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Place of Employment/Business _____ Work Phone _____

Spouse's Place of Employment _____ Work Phone _____

Home Phone _____ Cell Phone Number _____

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I hereby apply for utility service (water and/or sewer, if available) and solid waste recyclables collection at the address shown above, and agree to abide by the rules and regulations governing such service as ordained by the Town Board of Commissioners of the Town of Kenansville.

Signed: _____

Property Owner/Business Owner/Lessee

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This Section Completed By the Water/Sewer Department

Admin Fee \$ _____ Deposit \$ _____ Tap Fee Water \$ _____ Tap Fee Sewer \$ _____

Water Capacity Fee \$ _____ Sewer Capacity Fee \$ _____

Change of Use Yes ____ No ____ Change of Ownership Yes ____ No ____

Zoning Classification _____ Zoning Permit Required Yes ____ No ____

New Customer Acct. # _____ Service Location # _____

Start Meter Reading _____ Work Completed by: _____

Type of Service: Water Only ____ Water & Sewer ____ Irrigation ____ Garbage/Recycle ____

Used for: Residential ____ Industrial ____ Commercial ____ Other ____

Inside Town: _____ Outside Town _____

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**Town of Kenansville
Policy for Utilities/Sanitation Billing and Collections**

DEPOSITS: Each new water and/or sewer service requires a \$75.00 security deposit per service. The deposit is \$75.00 for water and \$75.00 for sewer for a total of \$150.00. Deposits are refunded upon full payment of the final bill. A non-refundable \$10.00 administrative fee is charged at the time of requesting new service. After notification, accounts closed will have a final bill calculated. The final amount due may be deducted from the security deposit. The balance of deposit will be mailed to the last known address or to a forwarding address within 2 – 3 weeks. Any outstanding balance due on the original account must be paid in full prior to initiation of any new service. The Town does not transfer security deposits from one service location to another. Any active service that does not have a security deposit on file will be required to pay a security deposit if it becomes delinquent. Failure to pay the required security deposit on existing accounts once it becomes delinquent will result in disconnection as indicated in the disconnect policy listed below.

BILLING: Meters are read on the 15th of the month unless it falls on a weekend or a holiday in which case the meters are read the last business day before the 15th of the month. Utility Bills are mailed on the last business day of the month and are due in the Town Hall or security drop box at the Town Hall by close of business or 5 p.m. on the 25th of each month. If the 25th of the month falls on a weekend or holiday, payment is due by 5 p.m. the next business day after the 25th. If payment is not received by close of business on the due date or the next business day if the 25th falls on a weekend or holiday, a \$25.00 late penalty is assessed to the unpaid balance on the next day. Service will be discontinued promptly and without further notice if it is not paid by close of business or 5 p.m. on the 10th day following the due date. If the 10th day following the due date falls on a weekend or holiday, payment is due by 5 p.m. the next business day after the 10th day. The actual date may vary depending on the month. This is typically done between 8 a.m. and 9 a.m. on the 11th day after the due date unless this date falls on a weekend or a holiday in which case it is done on the next business day. If your water is disconnected for nonpayment, the full balance plus late fee and a \$75.00 reconnect fee must be paid by the account holder. If the reconnect fee is paid by 3 p.m. on any business day, the service will be reconnected between 3 p.m. and 4 p.m. on the same day. No service will be reconnected after hours or on the weekend. Accounts must be kept current in order for service to continue. The monthly bill serves as the notice for the amount due. The Town of Kenansville does not provide courtesy calls prior to assessing late fees or the disconnection of services.

PAYMENTS: Should be mailed to the Town of Kenansville, P.O. Box 370, Kenansville, NC 28349 at least 5-7 days prior to the due date or paid in person at the Town Hall. A security drop box is located at the front entrance of the Town Hall for customer's convenience. Additionally, the Town accepts MasterCard and Visa by telephone or in person along with a 5% credit card fee. Checks are to be made payable to the Town of Kenansville. The account number should be noted on checks to ensure proper credit. The Town does not recognize postmark dates as date of receipt of payment. Failure to receive a bill does not waive payment responsibility.

RETURNED CHECKS: Customers are notified promptly of returned checks and have five (5) business days from notification to pay in full. A \$25.00 return check/draft charge is applied for each returned item in addition to the late fee charges if proper payment is not received before the due date. Utility service will be discontinued for check(s) not paid within the five (5) day period. Only cash or money order will be accepted as payment for a returned check.

WATER/SEWER/SANITATION RATES: All utility/sanitation fees and subsequent rates are based on the current Rates and Fee Schedule as approved periodically by the Board of Commissioners. This document supplements the Rates and Fee Schedule which is available for inspection upon request.

ADJUSTMENTS IN BILL FOR WATER LEAKS: The Town will first verify that there was a leak. Once the leak has been determined, the Town will verify that the repairs have been made. Customer must provide proof of repair in order to receive leak adjustment. The Town calculates the average usage for 12 months and charges regular rate for this amount. Once the amount is determined deduct the excess amount from the sewer bill only for up to a maximum of two consecutive months. (Limit two adjustments per year.)

VOLUNTARY DISCONNECTIONS: All requests for voluntary disconnections shall be in writing on the "Request for Disconnection/Reconnection" Form. Requests made after hours or on weekends will be charged a service fee as indicated in the current Rates and Fee Schedule.

SANITATION SERVICES: Residential and commercial customers are entitled to once a week collection of garbage and recyclables. These collections are done each Wednesday. Rollout carts and/or recycle bins should be left at curbside before 6:00 A.M. on Wednesdays. Waste Industries and/or the Town of Kenansville are not responsible for collection of trash for those carts and/or recycle bins not at curbside before 6:00 A.M. on the date of pickup. Recycle bins and carts are the property of Waste Industries and should be left at the service address upon moving. All customers must pay sanitation fee unless proof of using another service bin is provided and verified by the Town.

CRITICAL FACILITIES: For the purposes of this policy, a critical facility is defined as one who provides sensitive services and life-saving functions essential to the community and may not be subject to disconnect as per this policy. Critical facilities requiring special consideration include hospitals, nursing homes, rest homes, blood banks, dialysis centers and health care facilities likely to have occupants who may not be sufficiently mobile and are sick or terminally ill.

NEW WATER, IRRIGATION, and/or SEWER CONNECTIONS ONLY: A water tap and/or sewer tap fee will be cost plus 10% or can be done by a licensed and insured utilities contractor and inspected by the Town. These fees must be paid to the Town before initiation of service.

I HAVE READ, UNDERSTAND, AND AGREE TO ALL TERMS STATED IN THE FOREGOING.

Date: _____ Signature of Customer _____