



TOWN OF PILOT MOUNTAIN, NC

124 WEST MAIN STREET, BOX 1
PILOT MOUNTAIN, NC 27041
P: 336.368.2248
F: 336.368.9532
WWW.TOWNOFPILOTMOUNTAIN.COM

July 1, 2011

Town of Pilot Mountain Water Customer,

This letter is to inform you of recent changes that will be in effect concerning water billing effective July 1, 2011.

There are three changes in our water billing system that you need to be aware of.

1. Bills will go out on the 1st of every odd month and are due by the 15th. If after the 15th the bill is not paid there will be an additional 10% late fee added. If the bill is not paid by the 25th of the month water service will be discontinued and there will be a \$40.00 reconnection fee added.
2. **The water deposit fees have changed.**
Residential: \$100.00
Commercial: \$250.00
3. **There will be a tampering fee (NCGS 14-4) of \$150.00 for anyone turning water on or off other than the Town of Pilot Mountain.**
4. **All non-emergency calls after regular business hours will be charged a \$50.00 fee.**
5. **There will be no second notice given before water is disconnected.** The Town of Pilot Mountain bills for water service on every odd numbered month. It is important to remember that § 52.08(6) of the Town of Pilot Mountain Code of Ordinances states that **“Failure to receive bills or notices shall not prevent the bills from becoming delinquent or relieve the consumer from payment.** (Ord. passed 8-16-71) ('77 Code, § 5-2013)’. If for some reason you do not receive a bill on an odd numbered month before the 15th call Town Hall at 336-368-2248.
6. **Effective September 1, 2011 water and sewer rates increase by 10% for usage over 2,000 gallons.**

Please note the following billing dates:

January 1
March 1
May 1
July 1
September 1
November 1

Thank you,

Town of Pilot Mountain
Water Billing & Collections

**WATER/SEWER RATE SCHEDULE
EFFECTIVE SEPTEMBER 1, 2011**

<u>USAGE</u>	<u>WATER (IN)</u>	<u>WATER (OUT)</u>	<u>SEWER</u>
0- 2,000 GAL.	16.80	33.60	13.58
2001- 7,000 GAL.	40.66	81.32	32.87
NEXT 3,000 GAL.	4.21/1,000	8.43/1,000	4.70/1,000
NEXT 40,000 GAL.	2.77/1,000	5.53/1,000	4.70/1,000
NEXT 50,000 GAL.	2.35/1,000	4.70/1,000	4.70/1,000
BALANCE	2.11/1,000	4.22/1,000	4.70/1,000

\$8.70 METER CHARGE PER BILLING CYCLE

\$100.00 WATER/SEWER DEPOSIT FOR RESIDENTIAL

\$250.00 WATER/SEWER DEPOSIT FOR COMMERCIAL

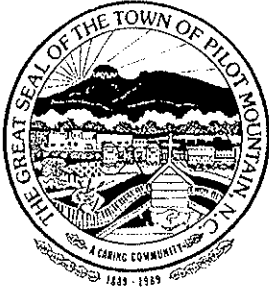
\$950.00 TAP FEE FOR WATER Any cost above \$1,062.00 will be the responsibility of the property owner (initial _____)

\$950.00 TAP FEE FOR SEWER Any cost above \$1,062.00 will be the responsibility of the property owner (initial _____)

The Town of Pilot Mountain will provide water and sewer services to the location requested. Landlords are ultimately responsible for payment of water and sewer services unpaid by tenants.

Meters will be read and bills will be sent out on the 1st of every other month. The payment due date will be the 15th of the billing month. After the 15th there will be a late penalty of 10% added to the bill.

The Water Department will not send out a second notice. If payment is not received by the 25th of the month, disconnection will be scheduled. There will be an automatic \$40.00 re-connect fee added to the account. Any past due balance plus the re-connect fee has to be paid in full before service will be restored.



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TOWN OF PILOT MOUNTAIN APPLICATION FOR WATER SERVICE

APPLICANT
NAME _____ ACCOUNT # _____

SERVICE ADDRESS _____

MAILING ADDRESS _____

RENTER/OWNER _____ CONTACT PHONE # _____

HOME PHONE# _____ WORK PHONE # _____

DRIVERS LICENSE # _____ STATE ISSUED _____

DEPOSIT YES/NO \$ _____ PAID BY CHECK # _____ CASH _____

Social Security Number: _____

Although disclosure by the applicant is voluntary, we request a social security number. This will be used for identification and collection purposes.

I acknowledge that by applying for service as indicated above at the address shown, I agree to abide by the rules and regulations governing such service. It is hereby agreed that the Town may, at its option, apply this deposit or any portion thereof, to the payment of any indebtedness due by the applicant, at any time. This deposit is for the meter number, service address and applicants name only as indicated above and is not transferable in any way to another meter number, service address or applicant's name. I agree to be financially responsible for the services requested above. I understand that payment is required by the 15th day of the month of each billing cycle, to avoid additional fees and possible disconnect. There will be a \$30.00 service charge on all returned checks. I also understand that any information provided may be used to collect unpaid debts to the Town of Pilot Mountain.

I understand the policies and procedures as it has been explained to me.

If requesting a water sewer tap I understand that the cost of each tap must be paid upfront pursuant to the schedule of fees. I also understand that any costs 125% above the tap fee is the responsibility of the applicant and must be paid in full before service is allowed to come online. The Town of Pilot Mountain Public Works Department reserves the right to use a private contractor of choice if it so chooses. (§ 51.08 (E) (1) Water and Sewer Tap Fees)

SIGNED: _____ SIGNED _____
PROPERTY LESSEE AUTHORIZED AGENT