

P.O. Box 759 – 635 East Street
PITTSBORO, N.C. 27312



TELEPHONE (919) 542-4621
FAX (919) 542-7109

Rules and Regulations:

- The Town may reject any application for service not available under a standard rate or which involves excessive service cost, or which may affect the supply of service to other customers, or for other good and sufficient reasons.
- The Town may reject any application for service when the applicant is delinquent in payment of bills incurred for service previously supplied at any location.

Deposits:

- The Town of Pittsboro requires a security deposit from consumers to ensure payment of the final bill. To offset administrative costs in handling these monies, no interest is paid on security deposits. Security deposits shall be required on all accounts.
- Residential customers will be required to pay a \$50.00 deposit.
- Commercial customers will be required to pay \$500.00 deposit.
- Security deposits will be applied to the final bill when the account is terminated and refunded if no remaining bill.

Town's Responsibility and Liability:

- The Town reserves the right to refuse service if the consumer's lines or piping are installed in such a manner as to prevent cross-connections or backflow.
- The Town shall not be liable for damage of any kind whatsoever resulting from water or the use of water on consumer's premises. The Town shall not be responsible for any damage done by or resulting from any defect in the piping, fixtures, appliances on the consumer's premises. The Town shall not be responsible for negligence of persons or forces beyond the control of the Town resulting in any interruption of service.

Meter Reading, Billing, and Collecting:

- **A New Service Initiation Fee of \$15.00 will be assessed to all new accounts opened. This will be charged on the first bill.**
- Meters will be read and bills rendered monthly (by 5th of each month), but the town reserves the right to vary the dates or length of period covered, temporarily or permanently if necessary or desirable.
- Bills for water service will be figured in accordance with the town's published rate schedule then in effect and will be based on the amount consumed for the period covered by the meter readings.
- Water bills are due and payable at the Town Water Department by the 20th of the month. If the account is not paid in full by the 20th of the month a late fee of 15%. **Accounts not paid in full by the end of the month are subject to a delinquent fee of \$45.00 and a discontinuation of service. All outstanding charges shall be paid before service is resumed. Reconnection during normal business hours is included in the delinquent fee, however reconnection after normal working hours is an additional \$55.00.**
- **For Water emergencies after hours/weekends please call 919-548-3797.**
- Failure to receive bills or notices shall not prevent such bills from becoming delinquent or relieve the consumer from Payment.

Complaints:

- If you believe your bill is incorrect, please call or write the Town Water Department before the bill becomes delinquent!

Consumer Responsibilities:

- It is the consumer's responsibility to provide the Town with a proper address for billing purposes.
- Tampering with utility connections is prohibited. It shall be unlawful and constitute a misdemeanor for any person, firm, or corporation to connect, reconnect, turn water off or on without permission of the Town, and it shall be likewise unlawful to bypass or tamper with the water system. **Fee for unauthorized tampering with the Town of Pittsboro Water System or its meters will be up to \$15,000.**
- **It is the consumer's responsibility to advise the Town of Pittsboro regarding disconnection of service; forwarding information must be provided. The consumer will be responsible for all charges until the Town has received a disconnection notice.**

Applicant Signature: _____ **Date:** _____

Co-Applicant Signature: _____ **Date:** _____