



Town of Maysville  
404 Main St. P.O. Box 265  
Maysville, NC 28555  
(910) 743-4441 Fax (910) 743-0895  
[www.Townofmaysville.org](http://www.Townofmaysville.org)

### Customer Billing and Collections Policy Overview

- Hours of operation: Monday through Friday 8:00 am to 5:00 pm with the exception of holidays.
- Bills go out the first week in every month
- Bill are due by the 15<sup>th</sup> of each month to avoid the late fee
- Cutoff date is the 21<sup>st</sup> of every month with a \$50.00 fee.
- Security deposit of \$75.00 for owners and \$150.00 for renters
- Delinquent fees and late fees can be found on page: 3
- The water and sewer rates are on page: 5
- The only forms of payment: Check, Cash, Money Order. All Visa and MasterCard transactions are a \$2.00 fee.
- Disconnection of services is on page: 3

If there are any questions, please contact the office at the number listed above.

### Customer Billings and Collection Policy

Policy, procedures, rate and fee schedules are approved and adopted by Town of Maysville Commissioners. These are subject to change annually.

Hours of operation: Monday through Friday 8:00 am to 5:00 pm with the exception of holidays.

### **Establishing new service/ disconnection of Service:**

Anyone setting up a new account must complete an application and pay all applicable fees before services are to begin. Customer is required to notify the Administrative Office in writing or complete a disconnection request to discontinue service. Customer is responsible for account activity until written disconnection notice is received. If service is disconnected for non-payment, billing will continue for a period of 30-days. If no response is received within that time, the customer's account will be closed and the security deposit applied. Town of Maysville utilities will furnish utility services only to customers who are not currently delinquent and has the right to deny utility services to a customer at any property or premises on account of an outstanding delinquency. All customers shall be required to show a government issued identification and proof of residency (i.e. rental agreement, deed). Approved types of government issued identification are:

|                            |                |          |
|----------------------------|----------------|----------|
| Valid Driver's License     | Valid State ID | Passport |
| Certificate of Citizenship | Military ID    |          |

Town of Maysville public utilities reserves the right to change the date of service connection due to inclement weather and department emergencies.

- a. Pre-existing service: Public Utilities staff will make every attempt to connect service on the same business day. Service applications received after 2:00 pm will be handled on the next business day. In the event of unforeseen circumstances beyond our control, we reserve the right to connect services on the following business day.
- b. New service: where tap installation is required, the service may take up to 10 business days for the installation process.

**Inactive Accounts:** The Town of Maysville will no longer allow customers to request their account be set to inactive and not be billed for services. A customer may have their water turned off when they are away from their residence, but will still be responsible for paying the flat rate monthly.

**Deceased Accounts:** The Town of Maysville will not allow an active account to be left in a deceased person's name. Therefore, whoever will be residing in the home will be required to have account placed in their name within 60 days. The residing resident must complete an application, provide proof of residence (rental agreement, deed etc.), valid government issue identification, and pay all required fees.

**Social Security numbers:** Town of Maysville public utilities reserves the right to request a social security number to be used for debt collection purposes. (G.S. 143-64.60) The customer can deny giving a social security number to the Town of Maysville public utilities. However, a higher deposit will be required on the account in the amount of \$300.00 for home owners and renters.

**Applicable fees:** This includes Capacity, Acreage, Unit Privilege, Tap, Tap Bore, Security Deposit, Meter Set Fee, and Administrative / Turn on fee. (Please see enclosed rate and fee schedule for fee description).

**Security Deposits are required for each account.** The amount is based on the Town of Maysville's Rate and Fee Schedule. Deposits are not interest bearing and will be held for as long as there is an active account. (G.S. 153A-277 and G.S. 160A-314) Once the account has been closed, the account will be final billed, the Security Deposit will be applied to the account and any remaining credit balance will be refunded to the customer.

**Billing:** Utility meters are read once a month. The Town reserves the right to vary the meter reading dates due to weather, weekends and holidays. Town of Maysville reserves the right to estimate bills during extreme situations. Utility bills for water/sewer service will be calculated in accordance with Town of Maysville's yearly published Rate and Fee Schedule and based on the amount consumed for the period covered by the meter reading. Bills will be mailed on or before the first (1<sup>st</sup>) of each month. Bills are due when rendered and become delinquent if not paid by 5:00 p.m. on the due date (20th) printed on the utility bill. **Failure to receive bill does not prevent the customer's obligation to pay for services rendered.**

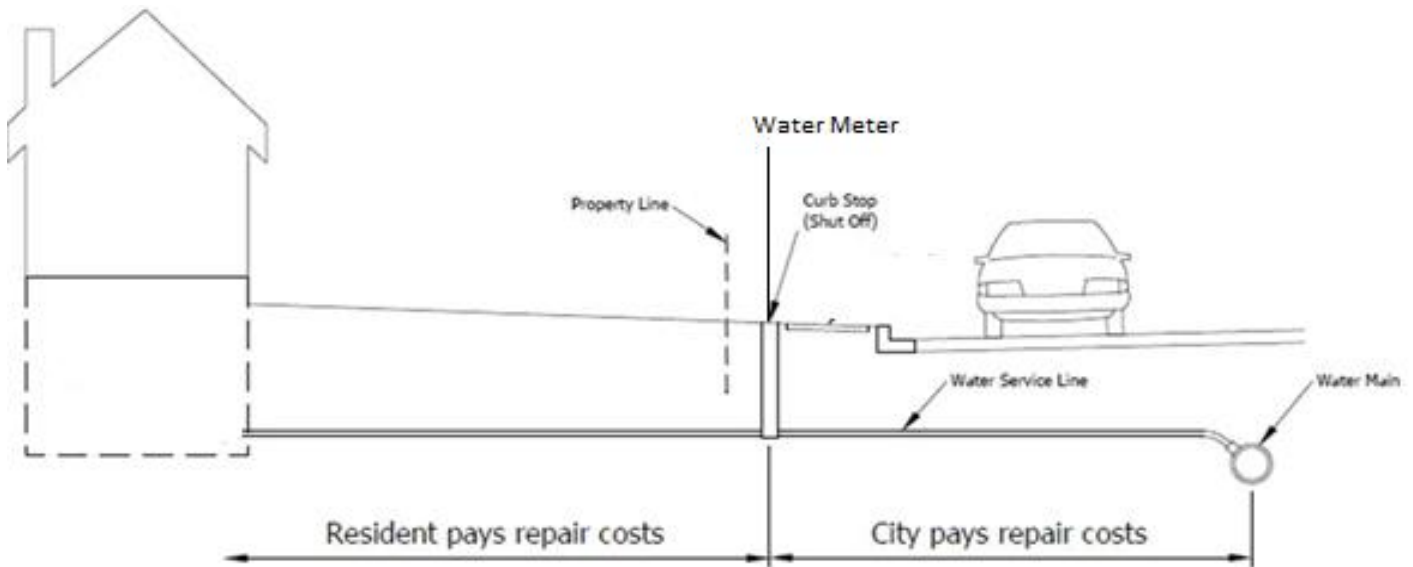
**Collections:** Payment may be made by cash, money order, check and card (\$2.00 fee). Payments are accepted in person, by mail or drop box. (Note: Drop box is for afterhours payments only. Payments left in the drop box during business hours will not be posted until the next business day). All accounts not paid by 5:00 p.m. on the 15th of each month will incur a late fee. All accounts not paid by 5:00 p.m. on the 20th of the month will be considered delinquent. The disconnection process will begin on the 21st day of the month for delinquent accounts. Once your account becomes delinquent, the customer is obligated to pay present month's billing, previous month's billing, all late fees, and a delinquent fee. **The delinquent fee will be applicable even if service is not physically interrupted. If services are disconnected due to failure to pay, payments must be made before 3:00 pm for services to be reconnected the same day. All payments made after 3:00 pm who request services to be turned on that day will have to pay the after hour service charge.**

**Extensions:** The Town of Maysville may offer up to a 15-day extension of a bill. These extension contracts must be filled out prior to the 16<sup>th</sup> of the month. All extensions requested after the 16<sup>th</sup> of each month will be denied. Only one extension will be allowed per 12 months. Although the Town offers one extension per 12 months, the customer is still required to pay any late fee or delinquent fees associated. This is a good faith program to keep utilities on in a time of need.

**Leak Credit:** One leak credit will be given per 12 calendar months, with an additional leak credit available if the bill is 300% of the average bill. Before leak credits can be granted sufficient evidence of a leak fixed must be provided to the Town. **The Town of Maysville is not responsible for any leak past the meter! Remember, it is your responsibility (as Home Owner or Renter) to make sure all leaks are repaired in a timely manner. The Town of Maysville Water System is responsible for the main water line and the meter itself. LEAKS ON THE TOWN'S LINE DO NOT AFFECT THE CHARGES ON YOUR WATER BILL.**

**Leak Credit Formula:** Water bill minus 12 mo. Average  

$$\frac{\quad}{2}$$
 plus 12 mo. Average=amount billed



**Pool Credit:** The Town of Maysville does not offer a pool credit.

**Return Check or Non-Sufficient Bank Draft:** Accounts paid by check with non-sufficient funds will be disconnected immediately upon notification to the Administrative Office. A fee of \$25.00 will be charged to the customer's account for a check on which payment has been returned for insufficient funds or because they did not have an account at the bank. (G.S. 25-3-506; G.S.25-3-104; G.S. 25-1-201(28) and (30) Any non-sufficient funds account must be paid in full by cash or money order before service can be restored. Legal proceedings will begin to collect any debt owed to Town of Maysville. If more than one returned check or non-sufficient fund is received by Town of Maysville, all future payments must be made by cash, money order, or certified check.

**Administrative Office:** The Administration Office is open Monday through Friday from 8:00 am until 5:00 pm, with the exception of holidays. Please feel free to contact us if you have any questions.

**DELINQUENT FEE: \$50.00** - a fee that is charged to any outstanding balance on cut off day. Note: delinquent fee applies whether customer has been physically turned off or not.

**NON SUFFICIENT CHECK OR BANK DRAFT FEE: \$25.00** - A fee charged to the customer's account for a check or bank draft on which payment has been returned for insufficient funds or because they did not have an account at the bank. (G.S. 25-3-506; G.S.25-3-104; G.S. 25-1-201(28) and (30)

**LATE PAYMENT FEE: \$10.00** – a fee charged to the customer's account when not paid by the 15th of each month.

**\*\*The Town reserves the right to seek legal action\*\***

***Town of Maysville Public Utilities  
Rate and Fee Schedule  
July 1, 2018 Billing thru June 30, 2019***

**SECURITY DEPOSIT: \$75.00 for Owners, \$150.00 for Renters and \$350 for Commercial**  
(refundable after the closing of account, deposit will be applied to the final bill)

**METER SET FEE: ¾ inch and 1 inch: \$100.00**

**WATER TAP FEE**

¾ inch: \$1000.00  
1 – 2 inch: \$1000.00

**SEWER TAP FEE**

¾ inch: \$1000.00  
1 – 2 inch: \$1000.00

Increasing Rate – Water

|   | In Town | Out of Town | Commercial |
|---|---------|-------------|------------|
| Accessibility Fee                       | \$11.25 | \$14.25     | \$16.01    |
| Rate Per Hundred Gallons 0,001-10,000   | \$7.13  | \$8.13      | \$10.08    |
| Rate Per Hundred Gallons 10,001-25,000  | \$7.88  | \$8.88      | \$10.88    |
| Rate Per Hundred Gallons 25,001-50,000  | \$8.63  | \$9.63      | \$11.68    |
| Rate Per Hundred Gallons 50,001-100,000 | \$9.38  | \$10.38     | \$12.48    |

Increasing Rate – Sewer

|   | In Town | Out of Town | Commercial |
|---|---------|-------------|------------|
| Accessibility Fee                       | \$23.00 | \$25.33     | \$25.33    |
| Rate Per Hundred Gallons 0,001-10,000   | \$10.50 | \$12.60     | \$13.60    |
| Rate Per Hundred Gallons 10,001-25,000  | \$11.00 | \$13.20     | \$14.20    |
| Rate Per Hundred Gallons 25,001-50,000  | \$11.50 | \$13.80     | \$14.80    |
| Rate Per Hundred Gallons 50,001-100,000 | \$12.00 | \$14.40     | \$15.40    |

| Type                   | Residential | Commercial |
|------------------------|-------------|------------|
| Meter Size             | ¾"          | 1" – 2"    |
| Water Tap              | \$1000.00   | \$1500.00  |
| Sewer Tap              | \$1000.00   | \$1500.00  |
| Street Cut             | \$1500.00   | \$1500.00  |
| Street Bore            | \$1500.00   | \$1500.00  |
| Water Deposit (Owner)  | \$75.00     | \$350.00   |
| Water Deposit (Renter) | \$150.00    | \$350.00   |
| Garbage Container      | \$13.50     | \$13.50    |

TOWN OF MAYSVILLE PUBLIC UTILITIES  
SERVICE DISCONNECTION REQUEST

Customer service department – 404 Main St, Maysville, NC 28555  
(910) 743-4441 Fax (910) 743-0895

***At least 24-hour notice required – Monday-Friday only***

Account #: \_\_\_\_\_ Date: \_\_\_\_\_

Customer Name: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

Service Address: \_\_\_\_\_

Forwarding Address: \_\_\_\_\_

\_\_\_\_\_

Date to be disconnected: \_\_\_\_\_

**Please be advised:**

Water services could be turned off as early as 7:00 am on requested disconnection date

\_\_\_\_\_  
INITIALS

*By signing this request, you agree to pay the balance within fifteen (15) days of receipt of the final bill. If balance is not paid any and all information will be used to collect a debt from the NC Debt Set-Off Program (G.S. 105A-1 through G.S. 105A-16).*

We are required to keep a signature on file when an account is opened and closed. If this property is being sold, or rented out please advise the new owners or tenants that they will need to come to our office to establish service. Thank you for your cooperation in this matter.

By my signature below, I acknowledge that I have read and agree to the above listed conditions and any questions have been answered satisfactorily. I also understand that the water service could be turned off as early as 7:00AM on the disconnection date listed above.

Customers Signature: \_\_\_\_\_ Date: \_\_\_\_\_

***Official Use Only***

Date Processed: \_\_\_\_\_

Customer Service Representative Signature: \_\_\_\_\_

## MISCELLANEOUS FEES

**Park reservation- \$75.00** The Town of Maysville offers reservation of the pavilion in Frost Park, 365 days of the year. There is a \$50.00 non-refundable fee for the upkeep of the park and a \$25.00 refundable deposit if the pavilion is left in the same condition it was found (i.e. clean up trash, no mess left for anyone else to clean). The form to reserve the pavilion must be filled out and paid at least one (1) week in advance of the date wishing to be used. The Town cannot guarantee the pavilion will not be booked by other citizens and each citizen must take all precautionary measures to ensure they will have the pavilion on the date they wish. All reservations for the pavilion are in 4 hour increments from 9:00 am until 4:00 pm. After 4:00 pm the \$25.00 fee is charged per hour with a non-refundable deposit.

**Police Reports- \$5.00** All Police Report request must go through the Police Department and can be reached at 910-743-3104. The Town Hall is not responsible in printing or writing any Police or Fire Report. All police reports requested can be picked up at the front desk in Town Hall, after the officer has stated they are complete. There is a \$5.00 charge per report, no exceptions.

Notary- \$5.00 All Notary fees are \$5.00 cash per signature.

### **Zoning Permits**

Residential Zoning Permit- \$50.00

Commercial Zoning Permit- \$100.00

Sign Permit- \$50.00