

## Utility Billing FAQs

- How do I set up a new account and what do I need to provide?
  - To set-up a new account you will need to complete and return a water service application along with a photo ID, proof of ownership or a lease agreement.  
\*Residents who are serviced through Yadkin County's water department will need to contact Yadkin County at 336-849-7572 to set-up an account. If you have questions regarding which office you need to apply with, feel free to contact Town Hall and we will be able to assist you.
  - What if I don't have a lease agreement?
    - Without a lease agreement, you will need a written statement signed by you and your landlord including the property address and permission for you to have utility services in your name.
  - Is there any fees or deposits for starting service?
    - Tenants must pay a \$100.00 deposit to begin service. There are no fees for homeowners to open an account.
  - What happens to my deposit?
    - Deposits remain on accounts so long as the account is open. If a customer moves within Town limits, the deposit will transfer to the new account. If at any point the account is canceled, the deposit will be applied to the final bill and any remaining credit will be mailed back to the account holder or they will receive a bill for the balance left owed.
- How does the billing cycle run?
  - Bills are based off the prior months usage and generated at the end of the month.
    - Example: Usage (From 1/10/20 to 2/10/20)      Bill date- 2-28-20
- When are bills due?
  - Bills are due by midnight on the 15<sup>th</sup> of each month regardless of what day of the week the 15<sup>th</sup> may fall.
- Are there penalties for being late on payment?
  - If bills are not paid by the 15<sup>th</sup> of the month, a \$5.00 late fee will be added.
  - Customers then receive a 10-day grace period to bring their account up to date. If the balance is then not paid by midnight on the 25<sup>th</sup> of the month, a \$50.00 non-payment fee may be assessed, and water service suspended until paid in full.

- What if I don't have the money to pay this month?
  - Contact the utility department at 336-835-3426 to discuss setting up a possible payment plan.
  
- What are my payment options?
  - In person at Jonesville Town Hall 1503 NC Highway 67, Jonesville, NC
  - By using the drive-thru window at Town Hall.
  - Overnight drop box located beside of the drive-thru window.
  - Mailing payments to the Town Hall at 1503 NC Highway 67, Jonesville, NC 28642
  - Online at [www.townofjonesvillenc.com](http://www.townofjonesvillenc.com) (fees do apply)
  - By phone at 336-835-3426. (fees do apply)
  - Monthly drafts – can be set-up from your bank account on the 12<sup>th</sup> of each month.
  
- What are the rates for each item billed?
  - You can find a break down of current rates [here](#).
  
- I used less water this month, why is my bill the same?
  - Utility bills are calculated based on water consumed, with a minimum monthly usage up to 2000 gallons. As long as an account is open, it will be billed the minimum amount even if no usage until cancelled.
  
- What if I go over the minimum billing? How is that calculated?
  - When a customer uses more than 2000 gallons the additional usage is calculated using a second-tier rate that is lower than the initial minimum charges.
  
- How do I cancel my account?
  - To cancel an account, contact Jonesville Town Hall for a cancellation form or click [here](#) and return to Town Hall. Depending on the cancellation date, you may receive additional bills due to the bill cycle. All accounts are billed in arrears.
  
- Do I receive trash and recycling services and when do they pick-up?
  - Trash and recycling services are available to in-town residents.

- Trash is picked up every Tuesday and recycling every other Monday. There are exceptions due to holidays observed by Waste Management. A current schedule can be found [here](#).
  
- What do I do if I have trouble with my sewer line?
  - If you are being billed for sewer, contact the Yadkin Valley Sewer Authority as they own, and maintain the sewer lines. You can find their information [here](#).