

## 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.
    - What if I don't have a lease agreement?
      - If you do not have a lease agreement, you can get a letter signed by the homeowner which states who you are and that they give you permission to have utility services put into your name at the address you are renting.
    - Is there any fees or deposits for starting service?
      - Tenants must pay a \$150 deposit to begin service. Homeowners must pay a \$75 deposit.
    - What happens to my deposit?
      - Deposits remain on a customer's account so long as the account is open. If a customer moves within Town limits, the deposit will be transferred 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 of the prior months usage and generated at the end of the month.
    - Example: Usage- 1/10/20-2/10/20      Bill date- 2-28-20
- When are bills due?
  - Bills are due on the 15<sup>th</sup> of each month by midnight of that day, regardless of what day of the week that may fall on.
- 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 on the following day.
  - Customers then receive a 10-day grace period to bring their account up to date. If the balance is then not paid by the 25<sup>th</sup> of the month at midnight, the following day a \$50.00 non-payment fee will be added to the amount due and water service will be suspended until paid.
- What if I don't have the money to pay this month?
  - Customers can contact the utility department and discuss the possibility of setting up a payment plan.
- What are my payments options?
  - In Person at the office or by using the drive-thru window.
  - The overnight drop box located beside of the drive-thru window.
  - By mailing payments to the Town Hall

- Payments may also be made online or over the phone using a credit card or bank account. (Fees do apply)
  - Monthly Drafts- Accounts can be set-up to draft from a bank account on the 12<sup>th</sup> of each month.
- What are the rates for each item billed and how often do they change?
  - You can find a break down of current rates [here](#).
  - Rates are subject to change once a year based on the current budget. Any changes to rates will begin with the new fiscal year that begins July 1.
- I used less water this month, why is my bill the same?
  - Utility bills are calculated off of usage but we do bill a minimum each month. Whether a customer uses 0 to 2000 gallons the rates will remain the same. As long as an account is open it will be billed the minimum even if no usage is found until cancelled.
- What if I go over the minimum billing? How is that calculated?
  - When a customer has used more than the 2000 gallon minimum, the additional usage is then calculated using a second-tier rate that is lower than the initial minimum charges.
- How do I cancel my account?
  - To cancel an account, you will need to complete a cancelation request with the Town. Depending on the date that you cancel your account, you may receive 2 more bills due to how the billing cycle runs.
  
- Do I receive trash and recycling services and when do they pick-up?
  - Trash and recycling is available only to in-town residents with the exception of a few small businesses.
  - Trash is picked up every Tuesday and recycling is picked up every other Monday, with the exception of holidays that Waste Management observes. In the even of a holiday, typically, pickup days are pushed back to the following day. 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 than you will need to contact the Yadkin Valley Sewer Authority. Though we bill and collect for sewer on the behalf of YVSA, we do not maintain or work on their lines. You can find their information [here](#).