

Water and Sewer Schedule of Fees

ADJUSTMENT POLICY.

When requested, leak and break adjustments may be granted. Customers are allowed adjustments to utility bills once per calendar year and may be granted by the revenue supervisor. Additional adjustment requests shall only be authorized by the town manager upon a review of the customer's account and the circumstances surrounding the adjustment request. The town may refuse to make adjustments if the property owner does not take appropriate actions to correct plumbing problems or has reoccurring plumbing problems. You must provide the Town with a statement of repair from a plumber. In the event that the resident or landlord repairs the leak, a receipt showing the purchase of plumbing supplies and a statement from the individual who actually made the repair must be provided to the Town.

DELINQUENT ACCOUNT POLICY.

Meters are read and bills are calculated on a monthly basis. Billings are mailed by the third day of each month. Account balances are due and payable on the tenth (10th) day of the month.

An account is considered delinquent if payment is not received by the due date. If account balances are not paid by the close of business on the eighteenth (18th) day of the month, a \$25.00 late fee may be assessed to each account. In the instance the due date occurs on a weekend day or holiday, the late fee will be applied after close of business on the following business day. Payments received after this time, whether in person, by mail, or in the drop-box will still be deemed past due.

If account balance remains unpaid following the close of business on the twenty-fifth (25th) day of the month, service is subject to be disconnected. Accounts with a balance of twelve dollars and fifty cents (\$12.50) or less will not be subject to disconnection. See the Town's Ordinance on delinquency for more information. The reconnect fee and account balance must be paid in full before service is reconnected.

The Department may attempt a call using our automated notification system to a home number provided by the customer alerting the customer as to the planned date of disconnection. It is the responsibility of the account holder to ensure that all information, including telephone numbers, is accurate and current.

RETURNED CHECK POLICY.

In the event that the Town receives a return check on an account, the return check fee of \$25.00 will be added to the account. Should the account remain unpaid on the eighteenth (18th) day of the month or the account fall in delinquent status due to the return check, the account will be assessed a late fee and be subject to disconnection. Upon receipt of a returned check, the Town shall mail notification to the customer of the return, note the date that the customer must bring their account current, and the balance due on the account. If an account incurs three return checks, the account shall be placed on a "cash only" status.

UTILITY DEPOSITS.

All customers shall submit an application for new utility service. Individual customers should present a valid identification and social security card. Individual deposits are refundable and will transfer from a location within the Town’s jurisdiction to another location within the Town’s jurisdiction. Once individual water service is terminated, the deposit will be applied to the individual customers account balance and any credit balance in excess of \$3.00 will be refunded to the individual customer. Any final bill with a balance due to the Town less than \$3.00 will not be billed to the individual customer.

The following tiers of deposits shall apply to residential utility accounts:

Tier 1	\$ 50.00	Minimum deposit for homeowner
Tier 2	\$ 100.00	Minimum deposit for renter

Managers of multiple residential units may request the establishment of corporate accounts. These accounts would be covered under a master deposit established by the management and will be based on the number of units under their direct control.

Deposit Type	Amount
Individual – Commercial	\$ 75.00
Corporate – 0 – 50 units	\$ 1,500.00
Corporate – 51 – 100 units	\$ 2,000.00
Corporate – 101 – 200 units	\$ 2,500.00
Corporate – 201 – 300 units	\$ 3,000.00
Corporate – 301 – 400 units	\$ 3,500.00
Corporate – 401 – 500 units	\$ 4,000.00

RATES.

Water is assessed a flat rate and is metered at the first gallon of usage. Sewer is assessed a flat rate and is metered at the first gallon of usage. Pursuant to the Water Sewer Ordinance the sewer flat rate is charged to those accounts that sewer is available. Rates for customers who reside outside the corporate limits of the Town of Spring Lake will be double.

	Flat	Tier 1	Tier 2	Tier 3	Tier 4
Water	3.42	6.31	7.10	7.89	8.68
Sewer	9.25	5.65	6.40	7.15	7.90

- Tier 1 = 0 to 3,000 gallons
- Tier 2 = 3,001 to 6,000 gallons
- Tier 3 = 6,001 to 9,000 gallons
- Tier 4 = 9,001 and up