

TOWN OF BAILEY

**PO BOX 40
BAILEY, NC 27807**

Office: (252) 235-4977

Police: (252) 235-3561

Out-Of-Town Utility Services

(Rates Approved July 1, 2017)

(Rates Effective April 1, 2019)

1. **GETTING UTILITY SERVICE CUT ON**

- A. **APPLICATION** for service may be made at the Town Hall office. A copy of your Driver's License will be required. A visual inspection of your Social Security Card will be required.
- B. **DEPOSIT** must be paid before service is connected. Letter of credit or reference letter will not be accepted in lieu of deposit.

DEPOSITS

- 1. Residential \$150.00
- 2. Business Based on size of meter

Note: Deposits are refunded when moving, if you make your payments on time. Deposits **will not** be refunded if you are on the past due list more than 3 times within the last 24 months prior to disconnecting your services.

2. **BILLING**

Utility bills are mailed on the last working day of each month. If you have not received your utility bill by the 5th of the month or feel your utility bill is not correct, you should contact the Town Hall office immediately. A Second notice will be sent out to indicate Turn-Off of services and the date that will occur.

3. **UTILITY RATES**

A. Water & Sewer rates

1. Water & Sewer Customers (3/4” Metered)

Minimum Monthly Water Bill \$40.00 (Includes zero usage)

TOTAL MINIMUM MONTHLY BILL \$40.00

2. Water Customer Only (3/4” Metered)

Minimum Monthly Water Bill **\$40.00** (Including zero usage)

3. Water Availability Charge \$40.00

(Where water service is available)

*In addition to the minimum rates, actual usage will be charged as follows:

Water Rate (\$/1000 gallons) = \$4.61 (actual usage divided by 1,000 multiplied by 4.61)

^ **Water Service Availability Charge** is based on the minimum service charge for properties that are connected.

^

B. You will be allowed an adjustment to your water bill twice per year due to water leaks. (Calendar year)

Debt Service – The Town of Bailey is charged with obtaining the funds required to cover the repayment of interest and principal on debt that the Town has entered into. Please see Exhibit A for these rates.

4. **PAYMENTS**

A. **Bills are due upon receipt.** Payment is considered late if not received by the **15th of each month.** If the 15th falls on a weekend or holiday that the Town Hall is closed for, **payment should be made prior to the weekend or holiday.** The Town of Bailey **cannot accept partial payments. You must pay the amount due in full to avoid penalty fees.**

B. There are 4 ways to pay your bill:

1. In the Town Hall office during normal office hours.
(8:00 AM – 5:00 PM, Monday through Friday)

2. By mail : PO Box 40, Bailey, NC 27807

3. By drop box located by the front door of the Town Hall.

4. By telephone: (252) 235-4977 (a convenience fee will apply)

Convenience Fees (Effective 02/01/2018)
Fees are subject to change

Payment Amount:			
	From:	To:	Fee:
\$	0	49.99	3
	50	99.99	5
	100	199.99	7
	200	299.99	10
	300	399.99	12
	400	499.99	15
	500	599.99	18
	600	699.99	21
	700	799.99	24
	800	899.99	27
	900	999.99	30
	1,000	9,999.99	3.00%
	10,000	and Over	2.50%

- C. LATE PAYMENTS.....Penalty
1. A penalty is charged to any customer paying after the due date. Whether or not the customer has been disconnected makes no difference.
 2. Penalty Fees
 - a. Customers having water service only \$10.00
 3. **Immediate disconnection will occur after 10 a.m. if full payment is not received by the CUT OFF date indicated on your bill.**
- D. RECONNECTION FEE \$50.00
A reconnection fee must be paid to have service restored after disconnection. This fee is in addition to the late payment penalty. Service will be restored only during regular working hours (8:00 AM – 4:00 PM Monday through Friday), and only after the bill and all penalties have been paid in full.

**CUSTOMERS DISCONNECTED MUST ALSO UPDATE
THEIR DEPOSIT TO MEET CURRENT DEPOSIT
REQUIEMENTS.**

5. RETURNED CHECK

A fee of \$25.00 is charged to the customer for each returned check. The customer must pay the returned check amount in cash immediately upon notification or risk disconnection of service. After the Town has received two returned checks from a customer, no further checks will be accepted for payment of the customer's bill. ONLY CASH, CREDIT, DEBIT OR A MONEY ORDER will be accepted.

Garbage pick-up is on Thursday of every week, by Veterans Waste Solutions. The trash cans are to be placed by the street on Wednesday night. Trash needs to be in plastic bags. Trash carts are to be removed from the street once the trash has been picked up on Thursdays. Fees for trash are subject to change each year.

Recycling pick-up is on every other Friday, by Veterans Waste Solutions. The recycling cans are to be placed by the street on Thursday night. All recyclables are to be placed into the bin and not in plastic bags however any shredded paper is to be bagged and is not to be left loose in the recycling can. Please see the calendar provided to you for pick-up dates or the Town's website for more information.

RENTAL PROPERTY

It is the responsibility of all property owners to notify the Town of all tenants occupying their rental property.

IMPORTANT PHONE NUMBERS

**Water & Sewer Emergencies - ONLY after 5:00pm, nights, weekends and holidays:
Dial (252) 235-4900 (Envirolink)**

Emergency Police Assistance – Dial 911

Non-Emergency Police Assistance – Dial (252) 235-3561

Duke Energy Progress.

Customer Service 1-800-452-2777

Report Outage 1-800-419-6356

Century Link 977-9011

or 977-2101

Spectrum Cable 1-866-489-2669

To rent the community building contact Wendy at 252-469-7228

ORDINANCES

WATER TAMPERING: No person shall touch, tamper, or in any manner manipulate or turn the cut-off on the water mains forming a part of the water system of the Town, nor shall any person tamper with or harm in any manner whatsoever any water or sewer line, main or any appurtenance thereto. No person shall throw or deposit any material or substance in any water or sewer line that will in any manner obstruct such line.

The fire hydrants are for the use of the fire department for fighting fires, and are not to be used by any unauthorized person for any purpose without permission from the Board.

It shall be unlawful for any person or persons, other than a person authorized by the Town officials to cut on the Town supply of water.

Anyone caught tampering with the water system, will be charged.

If we may be of service to you contact the Town Hall at 235-4977.

Kellie Glover
Town Clerk