



6217 Main Street | PO Box 40
Bailey, NC 27807
Office: 252-235-4977
Police: 252-235-3561

UTILITY SERVICES POLICIES (In-Town & Out-of-Town)

I. 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.

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.

II. 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.

III. UTILITY RATES – See rates on Fee Schedule

- A. Water Service Availability Charge is based on the minimum service charge for properties that are connected.
- B. Monthly Sewer Charge for unmetered customers is based on the projected average monthly sewer bill for metered customers.
 - 1. You will be allowed an adjustment to your water bill twice per calendar year due to water leaks.

2. Pools may be filled once during the year and the gallons will not be added to the sewer charge.
- C. Debt Service – The Town of Bailey is charged with obtaining the funds required to cover the repayment of principle and interest on debt the Town has entered into.

IV. 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. Five ways to pay your bill:

1. In the Town Hall office during normal office hours. (10 am to 12 noon and 1 pm to 4 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)
5. By AllPaid.com (a convenience fee will apply)

C. LATE PAYMENTS

1. Penalty Fees – See Fee Schedule
2. A penalty is charged to any customer paying after the due date. Whether or not the customer has been disconnected makes no difference.
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 – See Fee Schedule

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 (10 am to 12 noon and 1 pm to 4 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 REQUIREMENTS.

V. RETURNED CHECK – See returned check fee on Fee Schedule

A fee 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.

VI. GARBAGE COLLECTION – See fees on Fee Schedule

Garbage pick-up is on Thursday of every week by GFL. The trash cans are to be placed by the street on Wednesday nights. Trash needs to be in plastic bags. Trash carts are to be removed from the street once the trash has been serviced. Fees for trash are subject to change each year.

Recycling pick-up is on every other Friday by GFL. The recycling cans are to be placed by the street on Thursday night before pickup. 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.

VII. YARD WASTE

Leaves and limbs will be picked up by Top Notch Lawn Care (contracted by the Town). The leaf vacuum will be used beginning November through February. After February leaves will have to be in sheets or bags, not to exceed 50 pounds in weight.

Below are guidelines we ask that you please follow:

DO NOT sweep your leaves into the ditch.

DO NOT sweep the leaves into the street. Rake the leaves in the yard next to the ditch.

DO NOT put limbs or garbage in with the leaves. This will result in your leaves not being picked up. The vacuum will not pick up those items and may cause damage to the machine.

VIII. TREES

Any trees you have trimmed, you and your chosen contractor will be required to remove the trimmings. The town will pick up anything up to ½ a truckload.

Anything over ½ a load will cost \$100.00 per hour. If you have any questions, contact the Town Hall before cutting.

IX. RENTAL PROPERTY

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

X. 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 – 252-235-3561

Duke Energy Progress
Customer Service 800-452-2777
Report Outage 800-419-6356

Brightspeed 833-692-7773

Spectrum Cable 866-489-2669

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

XI. ORDINANCES

DOGS and CATS: The Town has an Ordinance against cats and dogs running loose. The owners of cats and dogs are required to keep these pets tied or in a fenced-in area on their own property. No household shall keep more than four (4) animals over four (4) months old. No farm animals are allowed, with the exception of chickens in a chicken coop, which are allowed in the town limits.

FIREARMS: It is illegal to shoot or discharge any firearms inside the Town limits.

BURNING: It is illegal to burn inside the Town limits. This is regulated by the Environmental Protection Agency, (Federally Regulated) and or NC Forestry Service, (State Regulated). Anyone burning inside the Town limits can be fined by the EPA and or the NC Forestry Service.

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 equipment 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 of Commissioners.

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 Town Hall at 235-4977.

Joel Killion
Town Administrator