

Town of Maxton Water Policy
Revised July 20, 2021

1. New Service

For new service connection, the individual must come to the Town of Maxton Administrative Offices in person with his/her valid picture identification, complete the application for water/service, and pay a meter deposit. **The deposit for homeowners will be \$50 and the deposit for renters will be \$150.**

All renters must bring a renter's receipt, signed, and dated by the owner of the property. This receipt must clearly state the address where the rental property is located.

If a customer moves from one location to another, the meter deposit can be transferred to the new address. Transfer of service and the meter deposit will only be allowed if all outstanding bills have been paid.

A new application must be filled out each time that a new water service is requested.

2. Billing and Due Dates

The Public Works Department employees will complete meter reading by the 15th of each month. The billing period will therefore be from the 15th of one month to the 15th of the next month.

Bills will be mailed the 1st day of each month and are due on or before the 15th of that month. If not paid by the 15th a fee of \$5.00 or 10% of the bill, whichever is greater, will be charged. If not paid by the 25th of the month a \$50.00 non-payment fee will be assessed on the 26th and the service will be disconnected on the 26th. The total charges will be due immediately. Service will remain disconnected until all fees are paid. All payments must be made in the main office only, office hours are Monday -Thursday 8:00 to 5:30 p.m. No employee shall accept any payments outside of main office.

Any after-hours service requested due to non-pay will cost an additional on call fee of \$ 40.00. (Includes after hours, weekends, and holidays) (No cash, checks, or money orders will be accepted at the police department) online payments can be made at <https://www.paybill.com/townofmaxton> or by telephone at 1866-822-2188.

3. Payments

Cash and checks are accepted in payment of the water bill. No second party checks will be accepted. **No checks will be accepted for water payments on disconnect day.**

4. Returned Checks:

When a check presented for payment of a water bill is returned from the bank for any reason the bill shall be deemed unpaid, and the customer's service will be disconnected. If the amount of the check and the returned check fee are not paid within one week, the check will be sent to the magistrate's office for collection. Once the Town receives payment for the total bill and the returned check fee, the customer's water will be reconnected.

5. Disconnection of Service

To have service disconnected, the customer must come to the office with his/her identification to sign a water disconnection form. The meter deposit is refundable upon full payment of all outstanding balances. A customer that moves and fails to notify the Town shall forfeit his/her deposit until such time he/she requests service disconnection and customer has no outstanding balances.

6. Deceased Resident Accounts (new)

All deceased resident accounts must be closed within 30 days. New accounts must be set-up with current renter/owner, must have proof of ownership or updated lease. Renters will require \$150 deposit; owners will require \$50 deposit.

2021-2022 Water, Sewer and Garbage Fees

In-Town Customers

Water - \$16.97 Base Rate for 0 – 2500 Gallons
\$1.93 for each additional 1000 Gallons used after the first 2500
gallons

Sewer - \$18.66 Base Rate or 110% of Water Bill

Garbage - \$23.84

Base Rate Total = \$59.47

**Out-of-Town Limits Customers are Charged Double for Water

Water - \$33.94 Base Rate for 0 – 2500 Gallons
\$3.87 for each additional 1000 Gallons used after first 2500
gallons

Sewer - \$37.32 Base Rate or 110% of Water Bill

Base Rate Total Out-of-Town Customers = \$71.26 (Garbage not included)

Garbage - \$23.84

Town of Maxton
Water Bill Adjustment Policy
Revised March 19, 2019

1. A leak adjustment is a financial adjustment to water usage charges on a customer's bill caused by a leak on the customer's side of the meter or an exceptional unexplained increase in consumption that a plumber and/or Public Works employee has validated.
2. Leak adjustment will cover no more than two (2) consecutive months. Only one (1) financial adjustment associated to billed usage will be allowed every 12 months period. (Date of last adjustment)
3. Leak adjustment is conditional upon the repair at the leak by the customer within 30 days of the leak detection.
4. The customer must provide information regarding the leak and copy of a bill or materials (receipt) used for repair. (An explanation of the leak)
5. Customer requests for billing adjustment due to a private site leak must be made in writing to the Town Hall within 45 Days of leak repair.
6. Adjustment will be determined by calculating the six (6) months average water bill. (Does not include sewer) The number of gallons over the average consumption will be calculated by the per gallon rate and will be deducted from the bill. When a customer does not have six (6) months of prior usage with the Town of Maxton, an adjustment is not offered. The Town Manager must approve all adjustments.

No leak adjustment will be made for the following

1. Water loss due to vandalism or construction damage
2. Leaking faucets and toilets
3. Faucets, hoses, and other water outlets left running
4. Leaks from faucets pipes
5. Water used from filling swimming pools, washing cars, and irrigating lawns and gardens
6. Leak from swimming pool system and irrigation

If the correct documentation is provided, the adjustment request will be reviewed and approved by the Town Manager.

I _____ received a copy
of the updated water policy date
07/20/2021.

Signature

Date

WHILE YOUR REQUEST IS PROCESSING

While a leak adjustment is being processed, the customer is responsible for all payments, or the customer should request to enter an agreed-upon payment arrangement. If this does not occur, the customer is subject to all current and applicable collection activities and termination of service processes for delinquent accounts.