

Yadkin County

Water & Sewer Service Policy

I. NEW SERVICE:

- a) The Yadkin County Water Application must be completed and signed.
- b) A non-refundable tap fee is required for each tap. The current cost can be located in the fee schedule in the Budget Ordinance.
- c) A non-refundable connection fee is required for each connection and the current cost can be located in the fee schedule in the Budget Ordinance.

II. BILLING AND PAYMENTS:

- a) Below are the two different rate guidelines:

The rate billed to each ***HWY 21 customers*** shall be at least two times the minimum of the Jonesville in-town rate unless otherwise noted in the annual Budget Ordinance adopted by the Yadkin Board of Commissioners.

The rate billed to each ***HWY 601 customers*** shall be at least two times the minimum of the Yadkinville in-town rate unless otherwise noted in the annual Budget Ordinance adopted by the Yadkin Board of Commissioners.

- b) Minimum monthly utility charges begin the first full billing month after the County makes the service available to the customer paying the connection fee.
- c) Customers who have not received their bills continue to be responsible for making payments on time. Customers may call the County Tax Office or Public Buildings to receive a current balance on their account. Not receiving a bill is not a valid excuse for failure to pay. If customers should have an address change they should contact the County Tax Office or Public Buildings immediately.
- d) The water bill is due within 31 days from the date of the bill. It is considered past due 32 days after the date of the bill. There will be a late fee charged on day 32 which is located in the fee schedule in the Budget Ordinance.
- e) Payments:

HWY 21 Customers payments are accepted by mail or in person at the Jonesville Town Hall. Cash and checks are accepted for payment of the water bill.

HWY 601 Customers payments are accepted by mail or in person at the Yadkin County Tax Office. Cash, checks, credit cards and debit cards are accepted for payment of the water bill. Credit card and debit card payments may include a processing fee.

III. RETURNED CHECKS:

- a) When a check is returned from the bank for payment of a water bill, the bill shall be deemed unpaid. The customer will be notified and is responsible for the amount of the check plus a returned check fee of \$25.00 (*cash only*). If the check is not paid within one (1) week, the matter may be turned over to the Yadkin County Sheriff's Office.

IV. CUT-OFF AND RECONNECTION FOR WATER ONLY:

- a) Bills that are 60 days late will result in water service being disconnected. Customers will receive **no** prior warning or cut-off notice.
- b) After 60 days customers will be assessed the reconnection fee plus late fees and the previous months' bills. These fees are located in the fee schedule of the Budget Ordinance.

V. METERED WATER; BROKEN WATER LINES / SEWER LINES; PROCEDURE RATE ADJUSTMENTS; INOPERATIVE METER:

- a) Customers will be charged for all water that passes through the meter, whether used or wasted.
- b) It is the customer's responsibility to check water and sewer lines on the occupied property for broken or burst pipes. Each customer or user shall contact the County Managers Office or 911 to report any such instance of broken or burst lines immediately. Under **no** circumstances is the customer to tamper with the meter or meter box. If the meter is tampered with, any damages will be repaired at the customer's expense.
- c) Upon proper reporting of broken/burst water or sewer lines, the customer will be allowed a rate adjustment. (See criteria below for leak adjustment requirements).
- d) If the customer is so entitled, the contested monthly water bill shall be determined by averaging the previous six (6) months water bills to reflect an average bill for the contested amount of water usage.
- e) If the seal of the meter is broken by anyone other than the County's representatives, or in the event that the meter fails to register the use of water, the customer shall be charged with the amount computed using the appropriate

following formula. Computation will be used for the period in which the meter failed to register.

- 1) If the customer has been an occupant at the same location for three (3) years or more, he shall be charged the current rate, based upon the average water consumption for the same month during the previous years of occupancy.
- 2) If the customer has been an occupant at the same location for less than (3) years, he shall be charged the current rate based upon the average amount of water consumed monthly.

VI. LEAK ADJUSTMENTS:

- a) The following criteria must be met before your account can be adjusted:
 - 1) Leak must be 5,000 gallons over your high range of usage.
 - 2) Documentation from licensed plumber.
 - 3) If repaired by owner – provide receipt(s) of materials used, location, date, and a signed statement that describes the leak.
 - 4) Only **one (1)** adjustment per calendar year.

VII. FINE FOR CUTTING WATER / SEWER LINES OR TAMPERING WITH WATER METERS:

- a) Anyone digging or grading in the vicinity of County water and/or sewer lines must request the County Manager's Office to send representatives to locate such lines before beginning any digging and/or grading. Failure to do so will result in full payment of all damages.