

## **Town of Pink Hill Customer Accounts Policy**

### **1) Deposit**

- a) There is a \$100.00 Home Owners deposit, and a \$200.00 Renters deposit due at the time of application for water service. \$25.00 of each deposit is a nonrefundable application fee. This deposit will be applied to the final bill at the disconnection request of the account holder. Any credits to the account after the deposit is applied will be refunded separately. **Deposits will NOT be transferred to another account. Each water service requires a separate deposit.**

### **2) Bills**

- a) Water/sewer/garbage bills are mailed on the last day of each month. If the last day of the month falls during the weekend the bills will be mailed the last Friday of the month.
- b) Water bills are due on the 15<sup>th</sup> of the following month. Any bills not paid on the 15<sup>th</sup> of the month will be charged a **\$15.00 late fee**. The late fee will be applied on the 16<sup>th</sup> at 8:00 a.m. If the 15<sup>th</sup> falls during the weekend, the late fee will be added at 8:00 a.m. on Monday morning.
- c) Any bill not paid by 8:00 a.m. on the 25<sup>th</sup> of the month, will incur a **\$50.00 penalty fee** and the water service will be disconnected. Service will not be restored until the bill is paid in full. The Public Works Dept. will reconnect the water service by 4:00 p.m. that day.
- d) Failure to receive bill does not relieve your obligation to pay.
- e) The Town of Pink Hill does not prorate bills.

### **3) Garbage / Sanitation**

- a) If you live within the city limits, a \$11.00 garbage fee will be added to your water/sewer bill. All customers who live in the city limits are required to have garbage pickup. If you have water service, but do not live within the city limits you can request to have garbage pickup. A \$18.00 garbage fee will be added to your water/sewer bill. Your garbage will be picked up on Monday mornings by Waste Industries. Please have your garbage curbside by 6:00 a.m.

### **4) Water Leaks / Problems**

- a) Please call Town Hall immediately 252-568-3181 if you notice a leak or if you experience problems with your water service such as discolored water, low pressure, a strange odor or a strange smell.
- b) If a leak occurs in your home or on your property up to the water meter, it is your responsibility to have it repaired. The street side of the water meter is the Town's responsibility, and will be repaired by the Public Works Department.
- c) For any adjustments to bills concerning leaks or problems see our Water Leak Adjustment Policy and Wastewater Leak Adjustment Policy.

### **5) Water/Sewer Emergencies**

- a) For afterhours water/sewer emergencies please contact the Public Works Director Timmy Kennedy at 252-560-0690.