

TOWN OF ELLENBORO
PO BOX 456
ELLENBORO, NC 28040

WATER / SEWER APPLICATION FORM

Date: _____

Start Date: _____

NAME _____
(First) (Middle) (Last)

BUSINESS NAME/CORPORATION _____

FEDERAL ID # _____

SERVICE ADDRESS _____

MAILING ADDRESS _____

PHONE # _____
(Home) (Cell)

EMAIL ADDRESS _____

DRIVERS LICENSE _____

OWN _____ RENT _____

EMPLOYERS NAME _____

PHONE / ADDRESS _____

NEAREST RELATIVE _____
(Not living in same household)

RELATIVES ADDRESS _____

RELATIVES PHONE# _____

LANDLORD'S NAME _____

LANDLORD'S PHONE NUMBER _____

**ALL ADULTS ON RENTAL LEASE OR DEED MUST FILL OUT APPLICATION
AS CO-APPLICANTS AND WILL BE RESPONSIBLE FOR ANY DELINQUENT DEBTS.**

Initial _____

SPOUSE / ROOMMATE _____
(First) (Middle) (Last)

PHONE # _____
(Home) (Cell)

EMAIL ADDRESS _____

DRIVERS LICENSE _____

EMPLOYERS NAME _____

PHONE / ADDRESS _____

NEAREST RELATIVE _____
(Not living in same household)

RELATIVES ADDRESS _____

RELATIVES PHONE# _____

I HEREBY APPLY FOR SERVICE AT THE ABOVE ADDRESS SHOWN AND AGREE TO ABIDE BY THE RULES AND REGULATIONS GOVERNING SUCH SERVICE. I AGREE TO FINANCIAL RESPONSIBILITY FOR CHARGES BILLED TO THIS ACCOUNT.

APPLICANTS SIGNATURE _____ DATE _____

CO-APPLICANT SIGNATURE _____ DATE _____

**I HEREBY CERTIFY THAT I HAVE RECEIVED AND READ THE FOLLOWING :
(All applicants must initial)**

- Application _____
- Water / Sewer Rates _____
- Customer Accounts Policy _____
- Social Security Justification _____
- Charges/Fees _____
- Assistant Agreement _____



**JUSTIFICATION FOR COLLECTION OF SOCIAL SECURITY NUMBER
ON UTILITY FORMS**

The Town of Ellenboro is authorized by the North Carolina General Statute 105A to collect social security number information from customers to assist in settlement of unpaid balances for services. Use of this information may include but is not limited to use for accurate individual identification for asset attachment by debt set-off as set forth in North Carolina General Statute 105-368. As required by North Carolina Statute 132-1.8, this information will not be made available to the general public and will be protected according to state guidelines. In accordance with the 2001 North Carolina Privacy Act, disclosure of the requested information is voluntary; however, failure to provide the information may result in your deposit being kept on file until service is terminated with the Town. The Town of Ellenboro does not apply interest to your deposit.

SOCIAL SECURITY NUMBER: _____

SOCIAL SECURITY NUMBER _____

Co-applicant

**NOTICE OF FAIR AND ACCURATE CREDIT TRANSACTIONS (FACT)
ACT OF 2003**

To comply with our Identity Theft Prevention Program, The Town of Ellenboro requires all applicants to furnish a Federal or State Issued picture I.D.; a copy of which will be attached and retained with your application.

Print Customer Name _____

Customer Signature _____

Print Co-applicant Name _____

Co-Applicant Signature _____



CHARGES & FEES

LATE FEES:

Water bills are due upon receipt. A late fee of \$5.00 will be added at 5:00 p.m. on the 24th of the month. Should this fall on a weekend or holiday it will be 5:00 p.m. on the next business day.

DISCONNECT FEE:

Town Hall will close at 12:00 noon on the 3rd of the month. The cut-off list will be generated at that time, a penalty fee of \$25.00 will be added automatically. This gives the clerk time to check the list and make a bank deposit. If a customer needs an extension of time, they must be in good standing with no returned checks or prior disconnects for nonpayment. The \$25.00 penalty still applies. Only 2 extensions' allowed per year. If full payment is paid before 5:00 p.m. on cutoff day, water will be connected that day.

IF YOU ARE CUT-OFF FOR NONPAYMENT TWICE WITHIN ONE YEARS TIME, A SECOND DEPOSIT WILL BE REQUIRED BEFORE YOUR WATER IS TURNED BACK ON.

RETURNED CHECKS:

Administration fee is \$25.00 to each account the check was used to pay. After (2) returned checks, only cash or money order will be accepted.

CONNECT FEE:

There is a connect fee of \$25.00. If the Town has to come out again to turn on there will be an extra \$8.00 charge for connection.

METER READING:

If customer wants to have his meter read again, there is an \$8.00 charge. If this is a reading that was done in error by the Town the charge will be waived.

Initial _____



ASSISTANCE AGREEMENT

I agree to allow the Town of Ellenboro to release any information I have given them to any church, agency, or individual that I approach for help in person or by phone. This also applies to anyone else asking for help on my behalf.

I agree to allow agencies to exchange information concerning my application for assistance. I do not have to be present when information is given.

Name: _____

Date: _____

Signature: _____

Co-applicant Name: _____

Date: _____

Signature: _____



PAYMENT OPTIONS

CASH

CHECK (Put account # on Check)

MONEY ORDER (Put account # on money order)

If you do not know your account number, put address and name on account with your payment. We are not responsible for researching accounts with no payment stub included.

PAYMENT LOCATIONS

IN PERSON:

You may bring your bill into Town Hall office Monday-Friday from 9:00 a.m. to 1:00 p.m. and 2:00 p.m. to 5:00 p.m. Please bring the small stub portion of your bill. Office is closed Saturday, Sunday and all North Carolina State legal holidays.

DROP BOX:

Located on front door of Town Hall. (**When office is closed only.**) Enclose the small portion of your water bill marked for return. If you do not have your bill with you, put your name, address, and account number with your payment to insure proper credit.

BY MAIL:

Our address appears on your water bill. Please include the small portion of your bill with your name to insure proper credit.

Initial _____

STEALING UTILITIES IS NOW A FELONY

Meter tampering is defined by NC LAW G.S. 14-151.1 as interfering with electric, gas or water meters; prime facie evidence of intent to alter, tamper with or bypass electric, gas or water meters; unlawful reconnection of electricity, gas or water; civil liability.

This is punishable with up to \$500.00 fine or two years in prison.

CUSTOMER ACCOUNTS POLICY

RENTAL LEASE:

All customers who are renting a home or business must bring in their rental lease. This lease must show all adults living at location, start date of rental, owners name, address and phone number. Need signatures of all parties. All adults must sign application and are therefore responsible for delinquent debts.

DEPOSIT:

There is a \$150.00 security deposit due at the time of application for water/ sewer service. This deposit will be applied to any unpaid balance at the disconnection request of the account holder. Any credits to the account after the deposit is applied will be refunded separately after the final bill has been processed. Homeowners will have their deposit applied to their account after a 12 month period if water has not been discontinued for nonpayment nor your check returned for nonsufficient funds. You must own your home and land for which the deposit was paid. Proof is required for this to go into effect. The Town of Ellenboro does not apply interest to the deposits that they hold in escrow. In the case of co-applicants, the deposit will be returned to the main account holder.

BILLS:

Payment is due upon receipt of bill. Payment is considered late after **5:00 p.m. on the 24th of the month**. A penalty of \$5.00 will be charged on unpaid bills. **NO SECOND NOTICE GIVEN**. Should this fall on a weekend or holiday, it will be 5:00 p.m. on the next business day. If still not paid by **12:00 noon on the 3rd day of the next month**, service will be disconnected. Past due bill and disconnect fee must be paid before water is restored. Should the 3rd fall on a weekend or holiday, it will be 12:00 noon on the next business day. **FAILURE TO RECEIVE BILL DOES NOT ALTER THIS RULE**

The Town of Ellenboro does not prorate bills. If your water is on and you have used 0-3000 gallons, you will be billed for a full month. You must close your account with Townhall or you will be responsible for any water usage.

CUSTOMERS WITH PRIOR DELINQUENCIES, AT CURRENT OR DIFFERENT ADDRESS, MUST PAY DUE BALANCE BEFORE NEW SERVICE IS ESTABLISHED.

GARBAGE: If you live within town limits, a \$100.00 garbage fee is added to your property tax bill. Your garbage is picked up Monday mornings by Republic Sanitation. Please have your garbage curbside by 7:00 a.m. in the brown roll out can. Recycling is also offered in Town limits for residential customers at no added charge.

FILLING POOLS: If you live in Town limits and are on the sewer system and want credit for the sewer, you must call Town Hall to have your meter read before you fill your pool and afterward. There is a \$16.00 charge for this service.

Initial _____



Town of Ellenboro
 163 Depot Street
 PO Box 456
 Ellenboro, NC 28040
 (P) 828-453-8611 (F) 82 8453-8665

NOTICE
CHANGE IN WATER/SEWER RATES
 EFFECTIVE: July 1, 2010

Inside Town Limits Water Rates

Residential

Gallons:	Rate:
0-2000	\$15.50
2-3000	\$23.25
over 3000	\$7.75 per 1000 gals.

Inside Town Limits Water Rates

Commercial

Gallons:	Rate:
0-3000	\$23.25
over 3000	\$7.75 per 1000 gals.

Outside Town Limits Water Rates

Residential and Commercial

Gallons:	Rate:
0-3000	\$29.80
over 3000	\$9.90 per 1000 gals

Sewer Rates

Residential and Commercial

Gallons:	Rate:
0-3000	\$28.15
3-10000	\$7.22 per 1000 gals.
10-50000	\$6.50 per 1000 gals.
50-500,000	\$5.67 per 1000 gals.

WATER TAP FEES: EFFECTIVE: July 13, 2018

3/4" OFF SIDE \$2000.00 (plus any incurred expense)

3/4" ON SIDE \$1650.00 (plus any incurred expense)

WATER SECURITY DEPOSIT: \$150.00

CONNECT FEE: \$25.00

RETURNED CHECK ADMINISTRATION FEE: \$25.00

SEWER TAP FEE RESIDENTIAL \$750.00

LATE FEE: (24th of the month) \$5.00

DISCONNECT FEE: \$25.00

(After 3 returned checks/cash only)

CUT OFF DATE: 3rd of the month at 12:00 noon

Billing cycle varies each month

IF YOU ARE CUT OFF FOR NON PAYMENT *TWICE* WITHIN ONE YEAR, A SECOND DEPOSIT WILL BE REQUIRED BEFORE WATER SERVICE IS RESTORED.

System rates are determined by the wholesale rate of purchased water from supplier, the Town of Forest City Water System. The rates are set in order to provide proper return to pacback the cost of wholesale water, funding for maintenance and general up-keep of the system. The rates are reviewed on an annual basis and are subject to increase at that time.

Effective June 2, 2014 - Active accounts cannot be listed in a DECEASED customer's name. North Carolina collection laws will not allow active accounts to remain in the name of the deceased as the ability to collect from a deceased customer is unavailable. The current occupant of the home must establish the service in their name to maintain an active account status.

Options for required documents depending on situation:

- 1) Surviving spouse / needs only to present photo ID and fill out application form to change name. If rental property, name must be on rental agreement.
- 2) All other family members of deceased will need: Death certificate, proof of ownership (tax record, deed) or rental agreement, photo ID, fill out application form. *deposit applies*
If service is disconnected, a connect fee will be required.
- 3) All other parties or occupants (non family) of above property: Proof of ownership (tax record, deed) or rental agreement, photo ID, fill out application form. *deposit and connect fee applies*



Jason Ruff, Assistant Director
Charles Lattimore, Senior Inspector
Steve Hill, Building Inspector
Robin Sparks, Building Inspector
Shane Dotson, Energy Manager

Danny Searcy, County Planner
Jerry Stensland, Cultural Planner
Eric Bradley, Fire Inspector
Ruth Sams, Administrative

Rutherford County Inspections And Planning

March 3, 2010

To: Public utilities supplying potable water in Rutherford County

Pursuant to the 2009 NC Administrative Code Section 204.3.1 (2), a permit is required for... "The installation, extension or general repair of any plumbing system;" This applies to any new and replacement water services from the public utility to a consumer.

The serving utility shall not activate the water service installation until proper approval from the inspection department has been provided.

All installations must be in compliance with the version of the North Carolina State Plumbing Code that is in effect at the time the permit is issued.

Your cooperation in this matter is greatly appreciated.

Sincerely,

Jason Ruff
Assistant Director of Inspections

JR/rds

Enclosure: Section 204.3.1 (2) of the 2009 NC Administrative Code

141 West Third Street, Rutherfordton, NC 28139 ♦ 828-287-6035 ♦ 828-287-6338 (FAX)