

TOWN OF WARSAW UTILITY POLICY

The policies and procedures contained in this document are intended to define the relationship between the customer of utility services and the Town of Warsaw. Upon receipt of this policy, the customer acknowledges the applicability of these rules and procedures and agrees to abide by them.

Section 1 - Warsaw Utilities

A. Establishment

The Town of Warsaw (Town) owns and operates water, wastewater, and stormwater utilities in accordance with applicable State and Federal regulatory requirements and under permits issued by the State of North Carolina. These rules and regulations, as amended from time to time, are adopted by the Town Board of Commissioners of the Town to govern the relationship between the Town and its utility customers. Operational authority for Town utilities rests with the Town Manager while the Board of Commissioners retains governing authority of the utilities.

B. Authority

The enactment of standard utility policies requires the approval of the Town Board of Commissioners. As fee schedules, rates and other specific policies are updated; it will be the responsibility of the Town Manager or designee to make sure the policy manual is revised. The Town Clerk/Finance Officer is authorized as the primary official to hear customer concerns and complaints. As such, the Town Clerk/Finance Officer is authorized to hear concerns and complaints, settle disagreements, and reconnect any customer disconnected for nonpayment or other reason while the concern is investigated, if that official deems necessary. Appeals from decisions made by the Town Clerk/Finance Officer are available by directing such appeal to the Town Manager. Hearings are addressed in Section 6, Discontinuing Service.

C. Office and Service Hours

The Warsaw Town Hall is located at 121 S. Front Street. The office is open from 8:30 a.m. to 5 p.m. Monday through Friday. A 24-hour drop box is available for customer's convenience in the parking lot of Town Hall.

D. Continuity of Service

All reasonable efforts are made to assure continuity of services to customers. Notice is given by posting signs, by mass calling using the Town's phone notification system, or by personal contact of predictable interruptions to services resulting from systems maintenance operations or repairs. The Town may suspend water and sewer services as a result of accidents requiring major repairs, loss of the water supply, public health emergencies, at the direction of the courts or public authorities or as a result of strikes, riots, war, fire, flood or other disasters.

E. Scope

This Manual is not meant to be all-inclusive but offers direction and guidance for the Town Manager and employees of the Town. The intent of these policies is to provide the customer, and the employees of the Town a helpful guide with uniform procedures for providing utility service. The

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Town strives to treat its citizens and customers in a fair and nondiscriminatory manner while recognizing that each customer has distinct needs and requirements.

Employees of the Town have been empowered and well-trained to use these policies to deliver high quality service to customers. Employees are expected to deal with each decision with empathy and understanding, listening carefully to the needs and requirements of individual customers. Ultimately, the Town Manager is the final authority on these policies. However, every customer has the right to appeal any decision before the Town Board of Commissioners, after exhausting all other appeal procedures outlined in this policy.

These policies are not meant as a substitute for personal initiative on the part of employees. It will serve as a guide for reasonable response to customer needs while meeting the requirements of good business practices on the part of the Town.

F. Application of Policies

These policies apply to every customer or applicant for utility service and they may be revised, amended, supplemented, or otherwise changed from time to time by action of the Town Board of Commissioners. Customers are encouraged to seek answers to any questions by calling the Warsaw Town Hall. Although the Town uses its good faith effort to see that utilities are delivered safely, the Town is not responsible for any damage caused by turning on or off utility services.

G. Customer Request for Policies

Customers may obtain a copy of the Town's policies at the Warsaw Town Hall or on the Town's website. Customers may also request a verbal explanation of the Town's policies.

H. Privacy

The Town's application/agreement requests that the potential customer provide their social security number. We request this number to verify identity and collect delinquent balances once a customer vacates a property and leaves an unpaid balance. There is no statutory or other authority requiring any customer to provide a social security number. The Town reserves the right to charge a higher deposit for potential customers that decline to provide a social security number.

Customer billing data is not considered public information. Only the customer listed on the account and any additional parties listed on file by the account holder can be given customer account information. The Town will ensure that customer information, including billing data, is adequately safeguarded against unauthorized use.

Section 2 - Rights and Responsibilities

The customer and the Town have unique rights and responsibilities in connection with utility service. These responsibilities and rights are detailed throughout this Manual, some of which are summarized here.

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A. Customer Responsibility

1. Provide proof of ownership or proof of rental agreement of the property to which service will be provided.
2. Pay a utility deposit in accordance with the policies herein described.
3. Allow Town of Warsaw personnel unobstructed access to property to set up and maintain service.
4. Pay bills by the Due Date shown on each bill. The customer must notify the Town before the normal due date if (a) a bill has not been received or (b) questions concerning the amount of the bill. **Failure to receive a bill or failure of the delivery of payment does not exempt the customer from payment responsibility.**
5. Notify the Town of Warsaw, through an application form, of the identity of other persons (i.e. relatives or power of attorney) a customer would like to receive duplicate billing, notice of service interruption for nonpayment of bills, or other information concerning the customer's utility account.
6. Notify the Town if there is someone in the household who is either chronically or seriously ill, disabled, or on a life support system. This may require verification from a doctor that the utility is necessary to sustain life. The customer has the responsibility to carefully handle the customer's account so that service will not be interrupted for failure to pay. With the medical alert designation, the Town will make a good faith effort to make personal contact with the customer or member of the customer's household before service is terminated.
7. Notify the Town of questions or complaints about service.
8. Be aware of and provide unobstructed access to property owned by the Town at the customer's home/business and safeguard it.
9. Install, maintain, and repair plumbing in the home/business that conforms to all applicable laws, rules, and regulations. If the Town deems the property cannot receive service in a safe manner, service will not be connected until the problems are remedied.
10. The Town provides utility service for the sole use and convenience of the premises under contract. The customer will ensure that utility service is not given or resold to anyone, including a neighbor. Violation of this policy will be cause for immediate disconnection of service. (See Section 6 – Discontinuing Service)

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B. Customer Rights

1. A customer has a right to request that the customer's deposit be refunded, if total balance on account is paid in full, when the customer discontinues service from the Town.
2. The customer has a right to request, free of charge, historic billing and usage information.
3. The customer has a right to request a review of any complaint according to the Town's grievance procedure.

C. Municipal Responsibility

1. Refund the customer's deposit if conditions are met.
2. Do not disconnect for nonpayment during extreme weather conditions or emergency situations, as determined by the Town Manager.
3. Do not disconnect for nonpayment on a Friday, or on a weekend, or on a municipal holiday. Disconnection will also not occur prior to a holiday where the Town Hall will be closed.
4. Provide and explain rate schedules, how meters are read, and other additional, reasonable information.
5. Respond to questions or complaints from customers. The Town may not agree with the complaint but pledges prompt, courteous, and honest answers.
6. Provide historic billing and usage information when requested by the customer.
7. Provide water usage and conservation information.

D. Municipality Rights

1. Obtain unobstructed access to the Town's equipment and utility facilities. If unobstructed access is not permitted, then services will not be connected until free access is available.
2. To require proof of residency of a renter in the form of rent receipts or lease agreements, etc. prior to the establishment of service. Service will not be established if any member of the household has an outstanding account with the Town.
3. To receive notice of changes in address, status of utility service, or problems with utility service.
4. To receive timely payment for services delivered to customers.
5. The Town is allowed to take action in court or as otherwise permitted by law regarding equipment tampering or financial delinquencies.

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6. The Town may disconnect services and remove its apparatus from the premise for violation of any Town ordinances, rules, policies, and regulations related to utility service; i.e., nonpayment of any portion of a bill regardless of the service which the bill or portion thereof represents, false information on the application of services, meter tampering, damaging Town equipment, or theft of water. (See Section 6 – Discontinuing Service)
7. The Town requires that charges for all services presented on the bill be paid in full prior to the reconnection of services to a location. This will include additional fees such as, but not limited to, disconnect/reconnect fees and/or deposits.
8. The Town is not responsible for any damage caused by turning on or turning off utility services.

Section 3. - Establishing Service

A. Connecting to the System

New customers who want to connect or are required by Town Ordinance to connect to the water and sewer systems may apply for the desired services as follows:

1. New customers may apply for service where the necessary water distribution and sewer collection pipes exist beneath or adjacent to streets abutting the property. Such new customers will be required to complete a Service Application acknowledging responsibility for payment of bills.
2. If service is requested where the necessary water distribution and sewer collection pipes DO NOT exist beneath or adjacent to streets abutting the property the owner/developer of said property shall be responsible for the cost of extending service to the property.

B. Service to Existing Connections

Service may be provided to existing connections upon the completion of a Service Application available at the Town Hall or on the Town's website. This application form may be submitted in person, via mail, or via facsimile. However, in order to verify identity, a government issued identification document (driver's license, passport, state identification card, military identification card, etc.) is required to be presented in person.

C. Service to Commercial and Industrial Accounts

Accounts established for non-residential service will require a Federal Tax ID number and a signature by a duly authorized representative of a business entity. For a business not operated by a recognized legal entity the account will be listed in the name of a responsible person (owner, manager, etc.). That person accepts the personal responsibility for payment of the account and must notify the Town of any changes in ownership.

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D. Time and Place of Application

Customers may request utility service at the Warsaw Town Hall during regular business hours (M-F 8:30 a.m. – 5:00 p.m.).

E. Time of Connection

The Town will strive to meet each customer's needs for connection of service. Normal connection will be made in a timely manner during regular work hours. The Town reserves the right to inspect the premises prior to connection to determine if utility service can be received at the premise in a safe manner.

Water customers who request connection or reconnection of water service shall have a representative present in the residence when service is established to ascertain that damage is not being caused by water in the resident's water system as the connection is established or re-established. The Town shall not have liability in such instances. Requests for connection made before 4pm will be performed the same day. Requests for connection made after 4pm will be performed the following business day.

F. Estate Account

The Town may request legal documentation from the executor or the person responsible for administrating an estate. The account will then be set up in the estate's name. It is the responsibility of the executor or other person administrating the estate to notify the Town of any changes in account status. The deposit requirement for the account will have to be reviewed as a new account.

G. Customer Responsibility for Piping

Each customer is responsible for water and sewer piping on his or her property. The customer is responsible for obtaining any permits, approvals and inspections. Permits and inspection of such new water and sewer piping is done by the Duplin County Inspections.

H. Prior Debts

The Town will refuse to furnish new service to an applicant who is indebted to the Town for service previously furnished at any address in the Town. Also, service will not be established if any member of the household has an outstanding account with the Town. The Town will require proof of residency in the form of rent receipts or lease agreements, etc., prior to the establishment of service.

I. Deposits

New customers must pay a deposit as outlined in the Town's Fee Schedule. The purpose of a customer deposit is to try to ensure that all utility charges are collected in the event of a delinquent account, which helps keep rates from unduly increasing for those customers that do pay their bills. The Town may not make the provision of a social security mandatory for service. However, election not to provide a valid social security number will subject the customer to a higher deposit before service is established.

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Deposits may be paid in cash, money order, check, or by credit card. Deposit funds held by the Town will be returned, without interest, in accordance with the policies herein described. In the event a new customer posts a utility account deposit by personal or corporate check and the check is returned to the Town for insufficient funds, utility service will be disconnected. The customer must then pay the deposit (plus the returned check fee) in cash, certified check, or money order prior to service being restored.

J. Additional Deposits

Any customer whose service is involuntarily terminated for nonpayment or meter tampering more than twice in any twelve month period will be subject to pay an additional deposit prior to reconnection of service.

K. Refunding of Deposits

A deposit will be refunded promptly and automatically when service is voluntarily discontinued and all bills are paid. All outstanding amounts on the final bill will be deducted from the deposit amount. The deposit will not be refunded if the customer has another account with a past due balance. The remaining credit on the account will be transferred to another account with a balance.

Section 4 - Rates and Fees

A. Rate Setting

The Town Board of Commissioners reviews rates each year during the budget process. The Board of Commissioners examines current and future needs (including adequate reserves) of the systems in order to establish rates that are adequate to meet these needs. The rates are included in a Fee Schedule adopted annually with the Budget Ordinance and sets forth the charges to be used for customer billing purposes.

Section 5 - Billing for Service

A. Billing Cycle

1. Bills are prepared monthly for each billing cycle, and are mailed by the first of the month.
2. Monthly bill payments are due on the 15th of the month. Payment may be made by cash, check, bank draft, money order, or credit card. For customer convenience, payments by check or money order may be placed in the Town's drop box. Cash payments **should not** be placed in the drop box. All payments made on cutoff day or immediately prior to cutoff day to prevent disconnection of service must be made by cash, money order, or credit card. No checks will be accepted on cutoff day or immediately prior to cutoff day to prevent disconnection of service.
3. Accounts not paid in full by the due date are subject to having service being disconnected on the 15th of the following month. Disconnections will only be made Monday through

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Thursday in order to give customers the opportunity to make payment and have service reconnected before a weekend. Also, disconnections will not be made on or prior to a holiday in which Town offices are closed.

4. Service is scheduled to be disconnected if payment for the past due balance is not received by 10:00am on the 15th of the month for the previous month's bill. If service is disconnected for nonpayment, a reconnect fee, an additional deposit if applicable, plus the entire account balance is required to be paid in full (including previous month and current month charges) before service is reinstated. Payment to restore service after being disconnected must be made by cash, money order, or credit card. No checks will be accepted to reconnect service.
5. No service will be reconnected after 4pm.

B. Meter Reading

Customer water meters are read monthly and the water consumption is calculated accordingly. Should meter reading data be unavailable for any reason, an estimated consumption for the billing period based on prior billing data may be used. Any adjustments resulting from subsequent more accurate data will be made part of the next bill.

The Town utilizes state of the art water meter reading (radio read) technology that does not require a meter reader to read each individual meter. However, the technology is dependent upon the customer maintaining the area of the meter box serving the property in a manner that keeps it unobstructed by shrubs, grass, weeds, mulch, dirt, or other similar materials. Similarly, vehicles may not be parked over the water meter. If a "radio read" meter fails to transmit reading data, an operator will visit the location. If the failure to transmit is due to customer (or their agent) obstruction or due to damage caused by a customer (or agent), notice will be given to the customer, and a fee to recover repair costs shall be invoiced and applied to the customer's account. If the Town notifies the customer to remove an obstruction that is preventing the meter from transmitting data, and the customer refuses or fails to do so, then service will be subject to disconnection.

C. Application of Payments and Payment Options

Partial payment of balances due on a customer's account shall be applied in the following order:

1. Charges and fees – such as, but not limited to, nonpayment fees, and charges resulting from damage to Town equipment and/or property.
2. Sanitation (Garbage/Recycling) Charges
3. Wastewater fees
4. Sewer service charges
5. Water service charges

Payment Drop-Box: A drop-box is located beside Town Hall for check and money order payments. Cash payments are accepted in Town Hall during regular business hours, Monday – Friday, 8:30 a.m. to 5:00 p.m.

Direct Bank Draft: Customers can have their bill drafted directly from their bank account each billing cycle. A completed Enrollment Form along with a voided check is required to sign up for this service.

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On-line or by Phone: The Town accepts payments by credit cards, debit cards, and electronic checks. Payments may be made by going to the Town's website and clicking "Online Payments", or by using the interactive voice response phone system. Please contact the Town Hall for information on how to use the online or phone payment system.

D. Billing Adjustments

If the Town has overcharged or undercharged a customer for service, the Town will correct this error subject to the following procedures:

1. If the Town has overcharged a customer for service, the Town will, refund to the customer or credit the customer's account, without interest, the excess amount, subject to the following limitations:
 - A. If the time period over which the mistake occurred can be determined, the Town should credit or refund the excess amount charged the account for that entire interval, provided that such time period shall not exceed two (2) years.
 - B. If the time frame of the problem cannot be determined, the Town should refund the excess amount charged during the previous 12 months.
 - C. If the exact amount of excess charge cannot be determined, the Town should estimate the amount due.
 - D. If an overcharged customer owes a past due balance to the Town, the Town may deduct that past due amount from any refund or credit due the customer.
 - E. If an overcharged customer owes the Town on another account, the Town will apply the credit to that past due account.
2. If the Town has undercharged a customer for service, the Town will collect the additional amount due the Town in installments over the same amount of time as the undercharge. However, in no instance shall the time period for which the undercharge is calculated and time period for collection, exceed three (3) years.

If the period of time over which the undercharge occurred cannot be determined, the Town will collect the undercharged amount during the 12 months before the undercharge was discovered. If the exact amount of the undercharge cannot be determined, the Town will estimate the amount due.
3. If an undercharge has occurred because of tampering or bypassing a meter or because of other fraudulent or willfully misleading action of the customer, the Town shall collect the entire undercharged amount in a lump sum and seek such other rights and remedies as are permitted by law.

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E. Billing Changes

It is the responsibility of the property owner or designee to advise the Town to whom, and to what address, bills are to be sent (i.e. new owner or renter). Billing change forms acknowledging legal responsibility for the payment of bills are available from the Town.

F. Address Changes

Customers must advise the Town of any change in the address to which bills are to be mailed. There is no charge for such changes. **Failure to receive a bill sent by mail will not excuse late payment of bills and possible disconnection for nonpayment.**

G. Transfer of Existing Customer To New Location In Town

If an existing Town customer moves from one location to another in town, charges will be pro-rated to the date of the service change and consumption charges will be billed based upon actual closing and initial meter reading. The customer must complete and sign an application for termination or transfer of service prior to service being transferred. A customer will remain responsible for any utility charges until a properly completed application requesting transfer of service is accepted by the Town. Customers may transfer service from one location to another as long as any bills are not past due. The remaining amount owed and any fees from a previous service may be transferred to the new account.

If the customer has an account that is past due, the customer will have to pay that amount before the account can be transferred. The deposit from the previous account will be transferred and an additional deposit may be required depending on the services provided.

Section 6 – Discontinuing Service

A. Closing a Utility Account

After an account has been closed by either customer request or demand of the Town, all funds (including deposits, refunds, and overcharge credits) will be applied first against amounts owed the Town on the closed account. Remaining funds will then be used against any amounts owed on any other accounts the customer may have with the Town. This includes any joint accounts the customer may have with the Town. When those accounts have been cleared, a check for the remaining money will be issued to the customer for any net credit.

B. Forced Closing of a Utility Account

30 days after termination of utility service, the account will be closed. All fees and credits are then added to the balance and a "final" bill will be issued to the customer. Any balance owed to the Town will remain a receivable until paid.

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All legal means of collection for a delinquent account in arrears will be taken, even if the account is not in "closed" status.

C. Termination of Service

1. **Requesting Discontinuance of Service:** Any customer requesting discontinuance of service will complete a termination or transfer of service form informing the Town of the location, date service is to be disconnected and the forwarding mailing address for the final bill. Due to privacy issues, the account holder must be the one to request the termination of service. In the event that the account holder has become incapacitated or deceased, legal documentation must be provided that the person requesting termination of service is an authorized representative of the customer. A customer will remain responsible for any utility charges until a properly completed application requesting termination of service is accepted by the Town.
2. **Disconnection Scheduling:** Under normal conditions, disconnection from the Town's utility system will be performed the same day if the request is received prior to 4:00 p.m. A request received after 4:00 p.m. will be normally fulfilled the next working day.
3. **Final Bill:** A customer's final bill will be mailed in a timely manner to encourage collection and customer understanding. Charges will be pro-rated to the day of disconnection and billed along with consumption charges and any other amounts due. If pro-rated charges are not more than a minimum bill, then the final bill will reflect a minimum bill charge.

D. Customer's Rights Prior to Discontinuance of Service

1. **Reasonable Opportunity:** The Town will discontinue utility service to customers for nonpayment only after giving the customer a reasonable opportunity to question the accuracy of the bill. Reasonable opportunity is defined as the period of time from the issuance of the bill until the date of potential disconnection as described in Section 4.
2. **Disputed Bill:** If a customer disputes the accuracy of the customer's bill, the customer shall:
 - a. First contact the Town's office for clarification. The Town Clerk/Finance Officer will hear concerns, complaints, and disputes, and will provide a decision.
 - b. If the customer, after review by the Town Clerk/Finance Officer still disputes the bill, the customer has the right to file a written appeal to the Town Manager. This appeal should include the reason for the dispute and any evidence proving the inaccuracy of the bill.
 - c. Written appeals must be made within 15 days of the mailing date of the bill.
 - d. The Town Manager will review the appeal and send a written reply within a reasonable amount of time to the address shown in the billing system, noting the decision regarding the appeal and any substantiation for the decision.
3. **Exceptions:** Under special circumstances, the Town may choose not to interrupt service during extreme weather, or emergency situations as determined by the Town Manager.

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4. No Disconnection: Disconnections for nonpayment will only be made Monday through Thursday in order to give customers the opportunity to make payment and have service reconnected before a weekend.

E. Involuntary Discontinuance of Service

1. The Town may discontinue utility service for any one of the following reasons:
 - a. Failure of the customer to pay bills for utility service as required in by these policies.
 - b. Failure of the customer to pay deposits as required.
 - c. Upon discovery of meter tampering including by-passing the meter or altering its function. The account holder is responsible for any meter tampering.
 - d. Failure of the customer to permit municipal employees access to their meters at all reasonable hours. Locked gates, loose dogs, parking cars over meters, etc., are considered to be a denial of access.
 - e. Use of service for unlawful reasons.
 - f. Discovery of a condition which is determined to be hazardous or unsafe.
 - g. Reselling water.
 - h. Violation of any of the Town's other utility service policies and procedures, as they may change from time to time.

F. Reconnections

When it becomes necessary for the Town to discontinue services for any of the reasons listed in this Section, service will be restored after payment of (1) all past due bills due the Town, (2) any deposit as required, (3) any material and labor cost incurred by the Town, according to the Fee Schedule, and (4) all fees and charges required by this policy.

Section 7 - Operational Policies

A. Meter Testing

Customers may request that the Town test their water meters for accuracy upon payment of a Fifty Dollar (\$50.00) service charge. If a customer believes his meter reading is inaccurate, the current bill shall be paid. If the meter is found to over-register by more than seven (7%) of the correct volume, the \$50.00 charge will be refunded to the customer, and any adjustments on the bill will be made in the next billing period.

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B. Adjustments

1. **Leak Adjustment:** In order to qualify for a leak adjustment, a Customer must apply for the leak adjustment by certifying that they have experienced a leak and have had it fixed within their internal distribution system. Proof of repair of the leak in the form of a paid invoice, receipt for repair supplies, or other documentation must be provided for the leak adjustment to be approved. Adjustments under these circumstances will be made by calculating the average of the previous 6 months' water/sewer charges and adjusting the bill in question to that average. If the leak affected more than a one month billing cycle, the Town can apply the same adjustment to one (1) additional month. Only two (2) months total will be adjusted. Only one (1) leak adjustment will be allowed during a 12 month period.
2. **Pool Adjustment:** Swimming pools may be filled once a year without the customer having to pay a sewer usage charge on the water used to fill the pool. This does not include routine maintenance. Customers should notify Town Hall to request a water meter read before beginning to fill the pool and another meter read when the pool is filled. Customers must also provide the Town Hall with documentation showing the size of your pool in order to determine the number of gallons the pool will hold. This adjustment would not apply to any customer that does not have sewer service with the Town.

C. Payment Agreements

A customer who is unable to pay their bill in full may be offered an opportunity to enter into a reasonable payment agreement to pay the bill unless the customer is in default upon a prior agreement and not eligible for another payment agreement.

The customer must complete a payment agreement request form outlining the reasons why the customer is unable to pay their bill. All requests must be made by the person (or their authorized, legal representative) in whose name the account is opened. A payment agreement may be granted based on customer need, circumstances, and payment history; however, approval of a payment agreement is not guaranteed.

If a payment agreement is granted, failure of the customer to comply with any of the terms of the agreement will result in disconnection of service without further notice. No payment agreement requests will be considered on cutoff day. Only one (1) payment agreement will be allowed during a 12 month period. All approved payment agreements must be signed by the customer and approved by the Town Clerk/Finance Officer or Town Manager.

D. Extensions

The Town may consider requests for extensions in the event the customer cannot pay the bill prior to disconnection. All requests must be made by the person (or their authorized, legal representative) in whose name the account is opened. The customer requesting the extension must come to the Town Hall and sign a statement as to when the payment can be expected. No payment extension requests will be considered on cutoff day. The maximum extension will be three (3) working days from the

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cutoff date. Only one (1) extension will be allowed during any 12 month period. If payment is not made by the specified date and time, service will be disconnected without further notice.

E. Temporary Service for landlords

In the event that a landlord needs temporary service for cleaning between tenants, the landlord shall pay a deposit to the Town. The landlord shall notify the Town when to have service activated, and the Town will obtain a meter reading. Upon completion of cleaning, the landlord shall notify the Town, and the Town will obtain a final meter reading to calculate usage for billing purposes. The landlord or his/her authorized agent may be allowed to turn on and turn off the water only with the permission of the Public Works Director, and only after the Town has been notified and meter readings taken.

F. Returned Payments

As allowed by the State of North Carolina, the Town will charge a returned check fee as outlined in the Town's fee schedule for any returned check or rejected bank draft. The Town will accept only cash, money order, or credit card payment from any customer having a returned check or rejected bank draft. Customers who do not make good any returned check or bank draft and applicable fees prior to the cutoff date will be considered to have not made any payment, and will be subject to procedures for disconnection for non-payment.

Upon receipt of a second returned check or rejected bank draft, the customer will be advised that all bills must be paid in cash, money order, or credit card for one year. After the one year period ends, if another returned check or draft is received, all future payments must be made in cash, money order, or credit card.

In the event a new customer posts a utility account deposit by personal or corporate check and the check is returned to the Town for insufficient funds, the account will be immediately disconnected. The customer must then pay the deposit (plus the returned check fee) in cash, money order, or credit card prior to service being restored.

G. Meter Tampering/Theft of Service

If any person(s) alters, tampers with, or bypasses the Town's water service or meter(s) in a manner that causes such meter(s) to inaccurately measure and register the water consumed or which would cause the water to be diverted from the recording apparatus of the meter(s), or who tampers with any water service which has been disconnected by the Town for any reason, then said meter(s) shall be immediately removed and water service to said property or premises shall be halted. The Town will charge the account with a meter tampering fee as set in the Town's Fee Schedule. Service to said property or premises shall not be reinstated until all past due, current due, applicable fees, additional deposits, and tampering related costs are paid or acceptable arrangements made. Town personnel will notify the Warsaw Police Department in the event of a theft of service or tampering of the meter. The Town reserves the right to pursue criminal or civil actions against any person(s) who alters, tampers with, or attempt to bypass a water meter in accordance with the provisions of NC General Statute 14-151.1.