

TOWN OF HALIFAX WATER & SEWER REGULATIONS POLICY
Effective January 1, 2022

1. The following deposits will be required for connection of service:

Property Owner - \$100 and Rental Tenant - \$100 Deposit for Water/Sewer

Full bill is payable upon receipt.

In accordance with the Town's Identity Theft Protection Policy, an original government issued ID and the customer's Social Security Card are required for new accounts. The Town will be required to copy said ID and will attach this copy to water billing agreement.

2. Meters will be read monthly, and bills are processed and mailed monthly. Bills are mailed by the end of the month.

3. Bills are payable upon receipt and become delinquent on the 16th of the month with an imposed late fee of \$5.00. All past-due accounts will be disconnected on the 25th of the month at the close of business. A \$25.00 reconnect fee will be imposed on disconnected accounts. This reconnect fee plus any past-due account balance must be paid in full before service will be restored.

4. Failure to receive bills or notice shall not prevent such bills from becoming delinquent or relieve customer from payment.

5. The Town reserves the right to discontinue services without notice to any customer who tampers with a meter or any other measuring device.

6. The customer must give three-day's notice in person or in writing at the Town Hall to discontinue service due to a change in occupancy.

7. The outgoing party shall be responsible for all water consumed up to the time of the departure or the time of disconnection, whichever may apply.

8. The Town is responsible for repairs to the meter and main lines only. The property owner is responsible for maintenance and repairs from the meter connection to the home.

9. In the event of any loss or damage to the property of the Town or any accident or injury to persons or property is caused by or results from the negligence or wrongful act of the customer, his/her agents or employees, the cost of necessary repairs or replacements shall be made by the customer to the Town, and any liability shall be assumed by the customer. If the amount of such loss or damage is not paid by the customer, the cost of repairs shall be added to the customer's bill. If not paid, service shall be discontinued by the town.

COMPLAINTS AND ADJUSTMENTS

- If the user believes his/her bill to be in error, he/she shall present his/her claim to the Town of Halifax's utility billing representatives at the Town Hall before the bill becomes delinquent. Such claim if made after the bill has become delinquent shall not be effective in preventing discontinuance of service as heretofore provided. The user may pay such bill under protest and said payment shall not prejudice his/her claim.
- Meters shall be tested for accuracy at the request of the user upon payment by the user of a nonrefundable fee as set forth by the board of commissioners in the Town's fee schedule. If a meter proves to register more than two percent of the actual volume, the meter shall be replaced, and the testing fee shall be credited to the customer's account.
- If the meter is broken by other than the Town's public utilities department representative or if the new meter fails to register correctly or is stopped for any cause, the user shall pay an amount estimated from a review of past 12 months of the account usage history.
- In the event of a possible water leak on the customer's side of the meter, the Town of Halifax will notify the customer only once to alert them of the possible water leak, and the customer may apply for a one-time bill adjustment per calendar year.

To Apply for a One-Time Bill Adjustment

The billed amount shall be at least twice as much as the average monthly bill over the last 12 months from the date the leak is reported.

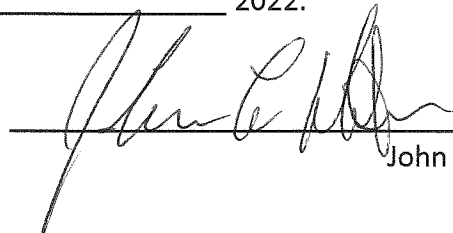
The customer shall complete a water adjustment form, which includes a signed statement or receipt from a North Carolina licensed plumber that the water leak has been repaired in a satisfactory manner.

All applications for billing adjustments for leaks must first be approved by the Town Administrator or Operations Manager before a customer's bill is adjusted. Adjustments will only be approved under extraordinary circumstances as determined by the Town Administrator or Operations Manager.

If approved, the customer shall pay one-half of the amount over the average water charges for the past year and the other half shall be adjusted from the bill.

PLEASE NOTE: The customer is only allowed one bill adjustment per calendar year.

Adopted this 3RD day of MAY 2022.



John L. White, Mayor

Attested by:


Esther Beal, Operations Manager