

TOWN OF BOLTON POLICY
DELINQUENT UTILITY ACCOUNTS

ADOPTED JUNE 8, 2021

METER READING. Meters are read on or about the 10th of each month.

BILLS. Bills are processed and mailed by the last day of the month.

DUE DATE. Utility (water, sewer, garbage) charges are due and payable on the tenth day of each month or the next applicable business day if the tenth falls on a weekend or official city holiday.

DELINQUENT ACCOUNTS. All accounts unpaid on the tenth of the month by 4:30 pm will be deemed past due and a \$5.00 late fee will be applied to the account. The account will be flagged for disconnection of service on the 20th of the month and a written notice will be placed on the door of the property. NO EXTENSIONS ARE ALLOWED

CUT-OFF. If the account is not paid in full by the 20th of the month at 4:00 pm, service will be disconnected.

DEPOSITS. If the account has a deposit, it will be applied to the account in case of disconnection. In the event the bill is less than the deposit, the Town will apply only what is needed of the deposit to settle the account. Effective July 1, 2021, the Town will no longer charge for deposits on the account.

RESTORATION OF SERVICE. Service will not be restored until the full outstanding balance is paid along with a \$75.00 reconnection fee. Extended payment arrangements are only allowed one time per account under extenuating circumstances and must be requested prior to the 20th.

PAYMENT METHOD. The Town accepts only check, money order and credit/debit card payment. The Town does not accept cash. A drop box is located in the front of Town Hall at 221 S. 9th Street in Bolton.

NOTICE AND CUT-OFF DAYS. Should any of the days of the month listed above be a weekend day or official town holiday, the next applicable business will apply.

METER TAMPERING. It is illegal to tamper with a meter. Only employees of the Town may turn on or turn off water meters. The meter is the property of the Town. If water or sewer service has been turned off or discontinued by the Town for any reason, no person shall turn on the water or resume the use of sewers without permission of the Town. There is a \$500 fee for meter tampering.

NC GS 15-151.1

COLLECTION. The Town may proceed to collect the balance in away provided by law for the collection of debts.