ADMINISTRATIVE POLICY AND PROCEDURES MANUAL FOR UTILITY BILLING AND COLLECTIONS

IMPLEMENTED ADMINISTRATIVE POLICY AND PROCEDURES MANUAL FOR UTILITY BILLING AND COLLECTIONS
EFFECTIVE MARCH 15, 2012
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1.0 FORWARD

This Administrative Policy and Procedures manual is intended for use as a guide to the Town of Leland’s Utility Billing and Collecting methods and practices. When used properly and with common sense, the policies and procedures established herein will enable the Town to bill and collect utility service provided by the Town of Leland, fairly, efficiently and economically while providing great customer service.

While this manual may not answer all questions related to Billing and Collecting, it does provide the foundation for a sound Billing and Collecting process.

The purposes of the Town's billing and collecting policy are:

1. To professionally administer billing and collecting practices while complying with legal and ethical requirements.

2. To promote good and effective customer relations, cultivated by informed and fair practices and strict maintenance of ethical standards.

3. To establish and charge reasonable and economical Utility Rates and other charges which are sufficient for the Town to operate and maintain the Utility Fund as a financially self-sustaining Enterprise and to assure continued, uninterrupted utility service to all customers.

If the procedures and guidelines established in this manual are followed, the Utility Billing and Collections Department can efficiently bill and collect revenues, provide fair and effective customer service to all utility customers.

Should you have any questions about this manual or its’ procedures, contact the Utility Billing & Collections Department/Finance Department.

2.0 DEFINITIONS, APPLICABILITY AND AMENDMENTS

2.1 DEFINITIONS

The following words, terms and phrases, when used in these Rules and Regulations, shall have the meanings ascribed to them in this section, except where the context clearly indicates a different meaning:

*Application for service* shall mean the written application required by Article 3.1 of these rules and regulations.
Backflow shall mean the reverse flow of water or other liquid, gases or other substances into the distribution piping of the Town from any source or sources.

Base fee shall mean a monthly payment charged by the Town to each owner for making utility service available which shall be payable regardless of whether the owner takes any services from the utility system.

Commercial service shall mean utility service provided to a school, multi-family dwelling, mobile home park, business, industry, public building or public park.

Debt service shall mean the sum of money required to pay installments of principal and interest on bond or other obligations of the Town in a fiscal year.

Impact fees shall mean a fee levied and collected to cover the cost of future capital improvements made to the utility system.

Irrigation service shall mean service restricted only for the purpose of irrigation.

Leak adjustment policy shall mean the provisions for adjustment of utility bills on account of leaks set out in Section 6.5 hereof.

Meter testing charge shall mean the charge for which an owner is responsible for the testing of the meter measuring service to the owner.

Owner shall mean simple owner of real property who makes an application for service to the Town and connects to the utility system, whether or not the owner (or the owner’s tenants, guests or licensees) takes service from the utility system.

Owner’s service facilities shall mean the utility service facilities owned by an owner and commencing at the connection on the owner’s side of the Town’s meter and servicing the facilities of such owner, including pipe, private cutoff valves, backflow prevention device, pressure reducing valve and other components.

Rates and fee schedule shall mean the rates and fee schedule adopted by the Town.

Reconnection charge means a fee charged by the Town for reconnection of utility service after it has been terminated for non-payment of a utility bill.

Residential service shall mean service through a one-inch or smaller meter serving a single-family dwelling or church.
Security deposit shall mean amounts required to be deposited with the Town as security for payment of utility bills.

Sewer System shall mean a facility consisting of a system of sewers for carrying off liquid and solid waste.

Tap-on fee shall mean a separate charge compensating the Town for installation of the Town’s service facilities required for service to an owner.

Town’s service facilities shall mean those facilities of the utility system, which have been identified by the Town in its sole discretion as directly, or indirectly benefiting only the owner using them and generally include the meter, meter box, and cut-off valve related to providing utility service to an owner.

Transmission Capital Recovery Fee shall mean a fee charged to regain the invested capital over the life of an investment. No profit or income on the investment may be determined until the full amount of invested capital is recovered.

Utilities shall mean a business enterprise, as a public-service corporation, performing an essential public service and regulated by the federal, state, or local Government.

Water rate shall mean the water rates of the Town established pursuant to Article 5 of these rules and regulations.

Water system shall mean the water supply facilities owned by the Town at any time.

2.2. Amendments.
The Town may from time to time amend these Rules and Regulations. No agreement of the Town shall be binding unless in writing by Town Manager and approved by Council.

2.3. Applicability.
These Rules and Regulations, as amended, shall be binding on every owner.

3.0 UTILITY SERVICE

3.1. Application for service.
Any potential owner desiring utility service must make application for utility service to the Town upon forms to be supplied by the Town, setting forth in detail the type of service requested, the location of the property to be served, and such other information as the Town may require. Accounts must be set up by property
owner; renters will be allowed to set up rental accounts by providing a copy of lease agreement.

3.2. **Initial fees.**
The application for utility service shall be accompanied by any applicable security deposit, tap-on fee, impact fee and other required fees and charges.

3.3. **Rejection of application.**
The Town may reject an application for utility service:
   (a) If the applicant seeks utility service not within the scope of services offered by the Town.
   (b) If the providing of utility service involves excessive costs or is otherwise not feasible.
   (c) If the provision of utility service may adversely affect the quality and quantity of utility service the Town is able to provide to existing customers.
   (d) If the applicant intends to resell the water.
   (e) If the applicant is delinquent in payment of bills incurred for service previously supplied at the location for which utility service is sought or incurred for service previously supplied at any other location.

3.4. **Irrigation service.**
Water supplied for irrigation service may not be used by an owner for potable or domestic use. No pipes or other owner service facilities intended for potable water service shall be connected to any meter dedicated only for irrigation service. If water supplied through a meter dedicated solely for irrigation service is being used for potable or domestic water use, the owner shall be required to pay the applicable base fee and water rates for potable water for the 12-month period immediately preceding the date in which it is discovered or the period of actual service if the irrigation service meter has been installed for a shorter period.

4.0 **CONNECTIONS, METERS AND OTHER SERVICE FACILITIES**

4.1. **Water service metered.**
Each owner shall be supplied through a separate meter or, if necessary and at the option of the Town, through a separate battery of meters. Where a battery of meters is installed, the registrations of such meters shall be combined for billing purposes and shall be subject to a minimum charge equal to the combined minimum charge for the meters comprising the battery setting. Where, however, an owner is supplied through more than one service, unless otherwise agreed to by the Town, the registration of the meter installed on each service shall be billed separately, subject to the minimum charge for each meter.
4.2. **Control and maintenance of Town equipment.**
The Town service facilities and all supply lines, and other equipment of the Town shall be under its exclusive control, and no persons other than authorized employees, agents or contractors of the Town, shall repair, change, tamper or interfere with them in any way. It is unlawful for any person to tamper with or bypass a water meter. Tampering with a meter shall include, but not be limited to, the unauthorized entry into locked meter vaults by key or otherwise.

Meters and other Town service facilities will be maintained by the Town at its expense insofar as ordinary wear is concerned, but damage to any meter or other Town service facilities due to hot water, freezing, vehicular traffic, or other external causes arising out of or caused by the owner’s service facilities, operations, negligence or carelessness shall be paid by the owner. The amount of such damage or the cost of repairs shall be added to the first water bill of the owner; rendered after the amount of the damage or the cost of the repairs are ascertained by the Town. Payment of such amount may be enforced in the same manner as payment of utility rates.

4.3. **Tests.**
The Town may at any time remove any meter for routine tests, repairs or replacement. The Town shall upon request of an owner, test the accuracy of the meter in use, provided the meter has not been tested by the Town within a period of three (3) months previous of such request, and that the owner will agree to abide by the results of such test in the adjustment of disputed charges. If the meter is shown to have an error as described in Section 4.4 hereof, the Town will replace or correct the meter at no charge to the owner. If the meter has no such error, the owner will pay a meter testing charge in accordance with the rates and fee schedule. See Exhibit A.

4.4. **Error.**
Whenever a test of a meter reveals it to have an average error of more than two percent (2%), the Town shall bill or refund to the owner, as the case may be, such percentage of the amount reflected on bills covering the consumption indicated by the meter for the previous three (3) months, as the meter was found to be in error at the time of test, unless it can be shown to the satisfaction of the Town that the error found had existed for a greater or lesser period, in which case the adjustment shall cover such actual period.

5.0 **RATES, FEES AND CHARGES**

5.1. **Rates and fee schedule.**
The rates and fee schedule are incorporated in and shall be a part of these rules and regulations. See Exhibit A.
5.2. **Other fees and charges.**
The Town may from time to time adopt and impose tap-on fees, impact fees, and such other rates and charges as it deems appropriate, the amount of which shall be set forth in the rates and fee schedule. Tap-on fees and impact fees shall be paid at the time of application for service. See Exhibit A.

5.3. **Security deposit.**
Each owner shall make a security deposit at the time of application for service in the amount set forth in the rates and fee schedule. Security deposits shall be used upon termination of utility services to cover an owner’s delinquent utility bill. If the Town in its sole discretion considers a potential owner to be a credit risk or if an owner’s utility service has been terminated for failure to pay a utility bill when due, the Town may require the owner, as a condition of service or of reconnection, to pay double the security deposit required in the rates and fee schedule. Security deposits shall not draw interest and are refundable after 24 months of satisfactory payment history or when service is terminated, any unused portions of the security deposit shall be refunded.

6.0 **BILLING AND COLLECTION**

6.1. **Bills.**
Customers shall be billed for utility usage during a specified billing period, along with all other applicable fees and charges according to the established schedule of rates and fees. See Exhibit A.

All bills shall be sent to the billing address shown on the application for utility service unless an owner notifies the Town in writing of some other address to which bills are to be mailed. Failure to receive bills will not be considered justification for nonpayment of amounts due or permit an extension of the date when the account would be considered delinquent. The Town may at any time correct any bills for service, which may be in error or in accordance with the leak policy, section 6.5.

If payment is not received by the day after the due date, a 10% late penalty is applied to the account. If payment is not received by the due date of the bill the following month, the service is subject to disconnection.

Each unit of a multi-family parcel and each mobile home in a mobile home park will be treated as a single-family unit and each unit will be responsible for all applicable Rates, Charges, Fees and penalties pursuant to these Rules and Regulations.
6.2. **Payment.**
By applying for utility service, an owner agrees to pay the rates, fees and charges of the Town in accordance with these rules and regulations.

All payments must be made thru the billing office or designated collection services and sites of the Town.

Customers providing checks that are returned for non-sufficient funds, closed accounts, or stop payments shall be notified on their next bill and all applicable fees shall be charged to the account. At any time after an owner has presented a second returned check for the payment of any utility bill, the Town may require that payment be made only in cash, by money order, or by certified check.

6.3. **Uncollectible Accounts Receivable.**
Accounts delinquent more than 365 days/12 months of the due date shall be presented to Council in June of each year to be charged off. The town will use all remedies available for collection of the charged off accounts.

6.4. **Broken seals, meter failures.**
If a meter seal is removed other than by Town personnel or if a meter fails to register correctly or is stopped for any cause, the owner agrees to pay each billing period an estimated water rate based on the average water usage for the immediately preceding 12-month period, or such shorter period of actual use.

6.5. **Adjustments for leaks.**
Any owner desiring an adjustment for a leak shall fill out a leak request, notifying the Town of the existence of the leak and provide evidence of its repair. See Exhibit C. Upon determining that the leak existed, and the duration of the period of the leak, the Town will, give a credit based on average of 6 months usage or such shorter period of actual use.

**Pool Adjustments**
For pool adjustments there will be a minimum of 6000 gallons usage charged or if greater than minimum owner must provide proof of size of the pool and this shall be limited to one time per calendar year deducted from sewer only.

7.0. **REDUCTIONS, INTERRUPTIONS AND DISCONTINUANCES**

7.1. **Shut off for default.**
If payment is not received by the due date of the bill the following month, the service is subject to disconnection.
If the utility bill remains unpaid for 60 days after service is suspended, then service may without notice be terminated. The Town may also discontinue service after 30 days notice when an owner violates any of these rules and regulations and fails to remedy or cure such violation within the 30-day notice period.

7.2. **Restoration of service.**
When utility service has been suspended for nonpayment of bills, utility service will be restored upon payment in full of all delinquent bills, any current bill that is due and the payment of a reconnection charge in accordance with the Town’s rates and fee schedule. See Exhibit A.

The Town shall not be responsible for any damages that may result from reconnection in the absence of the customer. The Town’s Building Inspection Department will be notified, prior to reconnection, if the service reconnection is for a food service provider.

When utility service has been terminated (as opposed to suspended) for failure to pay a utility bill, in addition to the requirements of paragraph above, the owner shall execute a new application for service and pay a new security deposit, which the Town may elect to double pursuant to the provisions of Article 5.3 hereof.

7.3. **Termination of service by owner.**
The Town will terminate service as soon as possible after receiving a written request signed by the owner.

7.4. **No liability.**
The Town shall not be liable for damage of any kind resulting from water and wastewater or the use of water on the Customer's property. The Town shall not be responsible for damages done by or resulting from any defect in the piping, fixtures, and/or appliances on the Customer's property. The Town shall have no liability on account of interruptions of service, erroneous shut-offs, failure to deliver water or failure to deliver water at any particular (high or low) pressure. The Town shall not be responsible for negligence of third parties or forces beyond the Town’s control resulting in any interruption of service. Otherwise, under normal conditions, all potentially affected customers shall be notified in advance of any interruption of service.

8.0. **Errors in Bill.**

8.1. **Customer Requests.**
A Customer considering his water bill in error shall, before the bill becomes delinquent, provide the Town of Leland’s billing department a written statement of the reasons he considers the bill to be in error. Upon receiving such notice, Town of Leland will hold the disputed bill in abeyance and present the matter for
consideration to the Public Utilities Director. The Customer shall pay the bill in full within 10 days after the final decision concerning the matter has been made.

If a Customer presents to Town of Leland a written notice required by Section 8.1 after the bill has become delinquent but before service is discontinued for nonpayment of the bill, the matter may be considered provided the bill is paid in full at the time of written notice. If an adjustment is required a credit will be applied to the account within 10 days after the final decision.
# Sewer and Water Rates

## Residential Sewer

**Base Fee**

- $12.00 per connection

**Usage-Per 1,000**

<table>
<thead>
<tr>
<th>Usage</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-3,000</td>
<td>$3.25</td>
</tr>
<tr>
<td>3,001-6,000</td>
<td>$3.50</td>
</tr>
<tr>
<td>6,001-10,000</td>
<td>$4.50</td>
</tr>
<tr>
<td>Over 10,001</td>
<td>$4.65</td>
</tr>
</tbody>
</table>

**Flat Rate Sewer (Non-Metered)**

- $35.00 per resident

## Residential Water

**Base Fee**

<table>
<thead>
<tr>
<th>Size of Meter</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>¾”</td>
<td>$10.00</td>
</tr>
<tr>
<td>1”</td>
<td>$16.00</td>
</tr>
<tr>
<td>2”</td>
<td>$25.00</td>
</tr>
</tbody>
</table>

**Usage-Per 1,000**

<table>
<thead>
<tr>
<th>Usage</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-6,000</td>
<td>$4.00</td>
</tr>
<tr>
<td>Over 6,001</td>
<td>$5.50</td>
</tr>
</tbody>
</table>

**Multiple Connections - $10.00 per connection**

## Commercial Sewer

**Base Fee**

<table>
<thead>
<tr>
<th>Size of Meter</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>¾”</td>
<td>$20.00</td>
</tr>
<tr>
<td>1”</td>
<td>$35.00</td>
</tr>
<tr>
<td>2”</td>
<td>$50.00</td>
</tr>
<tr>
<td>Over 2”</td>
<td>$75.00</td>
</tr>
</tbody>
</table>

**Usage-Per 1,000**

<table>
<thead>
<tr>
<th>Usage</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Usage (0-6,000)</td>
<td>$4.00</td>
</tr>
<tr>
<td>All Usage (Over 6,001)</td>
<td>$5.50</td>
</tr>
</tbody>
</table>

## Commercial Water

### ¾” Commercial Meter

**Base Fee**

- $16.00

**Usage (0-6,000)**

- $3.92 per 1,000

**Usage (Over 6,001)**

- $5.17 per 1,000

### 1” Commercial Meter

**Base Fee (Plus Usage)**

- $20.00

**Usage (0-6,000)**

- $4.42 per 1,000

**Usage (Over 6,001)**

- $5.67 per 1,000
## Sewer and Water Rates Continued

### Commercial Water Continued

#### 2” Commercial Meter
- **Base Fee (Plus Usage):** $24.00
- **All Usage (0-6,000):** $5.17 per 1,000
- **All Usage (Over 6,001):** $6.42 per 1,000

#### 3” Commercial Meter
- **Base Fee (Plus Usage):** $28.00
- **All Usage (0-6,000):** $5.92 per 1,000
- **All Usage (Over 6,001):** $6.92 per 1,000

#### 4” Commercial Meter
- **Base Fee (Plus Usage):** $32.00
- **All Usage (0-6,000):** $5.92 per 1,000
- **All Usage (Over 6,001):** $6.92 per 1,000

#### 6” Commercial Meter
- **Base Fee (Plus Usage):** $36.00
- **All Usage (0-6,000):** $5.92 per 1,000
- **All Usage (Over 6,001):** $6.92 per 1,000

### Temporary Hydrant Meter

- **¾” Deposit:** $200.00
- **Base Charge Per Day:** $5
- **All Usage (0-6,000):** $3.92 per 1,000
- **All Usage (Over 6,001):** $4.42 per 1,000
- **Hookup Fee:** $50.00

- **3” Deposit:** $1,000.00
- **Base Charge Per Day:** $15
- **All Usage (0-6,000):** $3.92 per 1,000
- **All Usage (Over 6,001):** $4.42 per 1,000
- **Hookup Fee:** $50.00

### Hydrant Flow Testing
- **All Testing:** $200.00
## Sewer and Water Rates Continued

### Irrigation Water

#### Base Charge (Plus Usage)

<table>
<thead>
<tr>
<th>Meter Size</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>¾” Residential Meter</td>
<td>$12.00</td>
</tr>
<tr>
<td>1” Residential Meter</td>
<td>$18.00</td>
</tr>
<tr>
<td>2” Residential Meter</td>
<td>$27.00</td>
</tr>
</tbody>
</table>

Multiple Connections: -$12.00 per connection

#### Usage - Per 1,000

<table>
<thead>
<tr>
<th>Usage Range</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-3,000</td>
<td>$4.67</td>
</tr>
<tr>
<td>3,001-6,000</td>
<td>$4.92</td>
</tr>
<tr>
<td>6,001-10,000</td>
<td>$5.17</td>
</tr>
<tr>
<td>10,001-20,000</td>
<td>$5.42</td>
</tr>
<tr>
<td>20,001-50,000</td>
<td>$5.67</td>
</tr>
<tr>
<td>Over 50,001</td>
<td>$6.17</td>
</tr>
</tbody>
</table>

### Irrigation Impact Fees

<table>
<thead>
<tr>
<th>Meter Size</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>¾” Meter</td>
<td>$860 per house</td>
</tr>
<tr>
<td>1” Meter</td>
<td>$860 per house</td>
</tr>
<tr>
<td>2” Meter</td>
<td>$860 per 360 gallons</td>
</tr>
<tr>
<td>3” Meter</td>
<td>$860 per 360 gallons</td>
</tr>
<tr>
<td>4” Meter</td>
<td>$860 per 360 gallons</td>
</tr>
<tr>
<td>6” Meter</td>
<td>$860 per 360 gallons</td>
</tr>
<tr>
<td>4” Meter</td>
<td>$3000 minimum or $860 per 360 gallons</td>
</tr>
<tr>
<td>6” Meter</td>
<td>$4000 minimum or $860 per 360 gallons</td>
</tr>
</tbody>
</table>

### Sewer Impact Fees

<table>
<thead>
<tr>
<th>Classification</th>
<th>Fee</th>
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<tbody>
<tr>
<td>Residential</td>
<td>$2200 per house</td>
</tr>
<tr>
<td>Commercial</td>
<td>$2200 per 360 gallons</td>
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</tbody>
</table>

### Water Impact Fees

<table>
<thead>
<tr>
<th>Meter Size</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>¾” Meter</td>
<td>$860 per house</td>
</tr>
<tr>
<td>1” Meter</td>
<td>$860 per house</td>
</tr>
<tr>
<td>2” Meter</td>
<td>$1000 minimum or $860 per 360 gallons</td>
</tr>
<tr>
<td>3” Meter</td>
<td>$2000 minimum or $860 per 360 gallons</td>
</tr>
</tbody>
</table>
**Sewer and Water Rates Continued**

**Water Capital Recovery Fees**
- Residential: $300.00 per house
- Irrigation: $300.00 per house
- Commercial: $300.00 per 360 gallons
- Irrigation: $300.00 per 360 gallons

*Capital Recovery Fee and Impact Fee for commercial are calculated using equaling 10,800 gallons of water per month or 360 gallons per day, based on information submitted by Owner or Owner’s Engineer or as allowed by North Carolina State Standard as defined in 15ANCAC 02T.0114.

**Deposits**
- Residential Applicant - $50.00 per service
- Commercial Applicants
  - **Water**
    - $\frac{3}{4}$” to 1” - $75.00 per service
    - 2”-3” - $150.00 per service
    - 4” - $300.00 per service
    - 6” - $400.00 per service
  - **Irrigation**
    - $\frac{3}{4}$” to 1” - $75.00 per service
    - 2”-3” - $150.00 per service

**Sewer Service**
- 2” Force main - $75.00
- 4” Gravity - $75.00
- 6” Gravity - $175.00

**Irrigation Ban Fines**
- 1\textsuperscript{st} Offense - Warning
- 2\textsuperscript{nd} Offense - $50.00
- 3\textsuperscript{rd} Offense - $100.00
- 4\textsuperscript{th} Offense - $250.00
- 5\textsuperscript{th} Offense - $1000.00

**Service Call**
- During business hours - $50.00 Per hour
- After business hours - $100.00 per hour

**Backflow Testing Fines**
- $100.00 plus service call if not tested

*If irrigation service is disconnected due to lack of backflow test there will be a $35.00 reconnect fee and a $50.00 service call to reconnect.
Sewer and Water Rates Continued

Grease Traps
Grease Trap Fines-$500.00 plus disposal cost if not regularly maintained

Reconnect Fee
Water $35.00
Sewer $100.00

Meter Tampering Fee
1st Offense-$100.00
2nd Offense-$500.00
3rd Offense-$1000.00

Water Meter Testing
¾” -1” $50.00
2” and larger $100.00

Utility Plan Review Fee
1st-No fee
2nd and subsequent reviews of same project $50.00 per utility

Return Check Fee-$25.00

Water Disruption Charge
When a water main is cut or otherwise damaged without having been located or the located line has been hit three (3) feet of marking causing a major loss of potable water and or interruption of water service to resident a $1000.00 minimum plus clean up and repairs will be charged to the responsible party or parties.

Sewage Disruption Charge
When a force main, gravity line or sewer service is cut or otherwise damaged without having been located or the located line has been hit within three (3) feet of marking a $1000.00 minimum plus all clean up, line repair costs and any fines imposed by NCDWQ will be charged to the responsible party or parties.

Infiltration Treatment Charge
When a force main, gravity line or sewer service is cut or otherwise damaged and infiltration of water, sand or other debris occurs without having been located or the located line has been hit within three (3) feet of marking a $1000.00 minimum plus all required line, lift station and plant cleaning along with any fines imposed by NCDWQ will be charged to the responsible party or parties.

Note: When both sewage disruption charge and infiltration treatment charge are imposed only one (1) $1000.00 minimum shall apply.
I agree to pay the Town of Leland Water & Sewer monthly charges as computed by the monthly rate schedule in effect at the time of usage and initial hookup fees as described below:

<table>
<thead>
<tr>
<th>WATER</th>
<th>IRRIGATION</th>
<th>SEWER</th>
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<tbody>
<tr>
<td>1. SEC DEPOSIT</td>
<td>$50.00____</td>
<td>$50.00____</td>
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<tr>
<td>2. ADMIN FEE</td>
<td>$ 25.00____</td>
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</tbody>
</table>

TOTAL CHARGES: $____________

(Bedrooms)_________ (Type of Dwellings)___________________ (Gallons)__________

SIGNED______________________________ DATE____________________________

FOR OFFICE USE ONLY

ACCOUNT#: ______________
PERSON TAKING APPLICATION______________________________
Department of Finance and Administration
Exhibit C-Compliance-Sewer Release Form

<table>
<thead>
<tr>
<th>DATE SERVICE TO START</th>
<th>________________________________</th>
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<tbody>
<tr>
<td>DATE________________</td>
<td>SR#___________________________</td>
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<td></td>
<td>WQ#___________________________</td>
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<table>
<thead>
<tr>
<th>NAME OF OWNER/CONTRACTOR</th>
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<table>
<thead>
<tr>
<th>MAILING ADDRESS</th>
<th>CITY</th>
<th>STATE</th>
<th>ZIP</th>
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<tr>
<th>TELEPHONE #</th>
<th>CELL PHONE #</th>
<th>PAGER #</th>
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<tr>
<th>PROPERTY ADDRESS</th>
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<tr>
<th>SUBDIVISION</th>
<th>LOT#</th>
<th>BLOCK</th>
<th>SECTION</th>
<th>PHASE</th>
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<thead>
<tr>
<th>TAX PARCEL #</th>
<th>NAME OF DEVELOPER</th>
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<table>
<thead>
<tr>
<th>CONTRACTORS LICENSE #</th>
<th>STATE</th>
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<thead>
<tr>
<th>CONTRACTORS INSURANCE POLICY #</th>
<th>EXPIRATION DATE</th>
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</table>

*****CONTRACTORS ARE RESPONSIBLE FOR SUB-CONTRACTORS WITHOUT INSURANCE OR LICENSE*****

<table>
<thead>
<tr>
<th>TAP FEES</th>
<th>IMPACT FEES</th>
<th>SEWER RECOVERY FEES</th>
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<table>
<thead>
<tr>
<th># OF BEDROOMS</th>
<th>ADMIN FEE</th>
<th>AMOUNT PAID</th>
<th>RECEIPT #</th>
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THE PROPOSED USE OF THIS STRUCTURE/LAND PRESENTLY CONFORMS TO THE PROVISIONS OF THE SEWER COMPLIANCE ORDINANCE. FAILURE TO MEET ANY CONDITIONS OF THE APPROVAL SHALL RESULT IN THE RENOVATION OF ANY PERMIT(S) BASED UPON THIS CERTIFICATE.

APPLICANT:____________________________________ DATE:_______________________________

UTILITY DEPARTMENT:________________________ DATE:__________________________________

MUST PROVIDE A COPY TO TOWN OF LELAND DEVELOPMENTAL SERVICES AND BUILDING INSPECTIONS BEFORE ANY PERMITS WILL BE ISSUED.
Department of Finance and Administration
Exhibit D-Sewer & Water
New Construction Application

DATE OF APPLICATION _____________________ DATE SERVICE TO START _____________________________

SOCIAL SECURITY NUMBER ___________________ FEDERAL TAX ID ________________________________

BUSINESS NAME

NAME OF OWNER

MAILING ADDRESS

SERVICE ADDRESS

NAME OF OWNER

MAILING ADDRESS

SERVICE ADDRESS

HOMER # ___________________ WORK # ___________________ CELL# ___________________

Bedrooms ________ Type of Dwellings ___________ Gallons ___________________

Ownership Status:
Builder ☐ Owner ☐ Renter ☐

Sewage Treatment:
B. COUNTY ☐ NBSD ☐ Town of Leland ☐

Water Source:
Well ☐ NBSD ☐ Town of Leland ☐

2. ADMINISTRATION FEE $ 25.00_____

3. SECURITY DEPOSIT

SEWER WATER IRRIGATION

Residential

$ 50.00 _____$ 50.00_____ $ 50.00_____

Commercial

$75.00 _____3/4”-1” $75.00 _____3/4”-1” $75.00 _____3/4”-1”
$150.00 _____2”-3” $150.00 _____2”-3” $150.00 _____2”-3”
$300.00 _____4” $300.00 _____4” $300.00 _____4”
$400.00 _____6” $400.00 _____6” $400.00 _____6”

4. CAPITAL RECOVERY

Residential

$300.00_____ 

Commercial

$300.00_____ per 360 gallons $300.00_____ per 360 gallons

5. IMPACT FEES

SEWER WATER IRRIGATION

Residential

$2,200.00_____ per house

Commercial

$2,500.00_____ min *gpd X gallons

Commercial

$860.00_____ 3/4” per house $860.00_____ 3/4” per house
$860.00_____ 1” per house $860.00_____ 1” per house
$1,000.00_____ 2” min or $860 per gallon $1,000.00_____ 2” min or $860 per gallon
$2,000.00_____ 3” min or $860 per gallon $2,000.00_____ 3” min or $860 per gallon
$3,000.00_____ 4” min or $860 per gallon $3,000.00_____ 4” min or $860 per gallon
$4,000.00_____ 6” min or $860 per gallon $4,000.00_____ 6” min or $860 per gallon

Total owed$__________________________

CERTIFICATION: I certify that I am authorized to make this application, that the information provided is correct to the best of my knowledge. I understand that this account will be my responsibility until a new applicant makes application with the Town of Leland.

Print applicant name _____________________ Applicant’s signature ________________________ Date ______

FOR OFFICE USE ONLY

____ ENGINEERED PLANS & SPECS ______ APPROVAL FROM STATE ______ EASEMENT/ROW ______ DEED & DEDICATION


20
I agree to pay the Town of Leland Water & Sewer monthly charges as computed by the monthly rate schedule in effect at the time of usage and initial hookup fees as described below:

<table>
<thead>
<tr>
<th>WATER</th>
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<tbody>
<tr>
<td>2. SEC DEPOSIT</td>
<td>$ 50.00</td>
<td>$ 50.00</td>
</tr>
<tr>
<td>3. ADMIN FEE</td>
<td>$ 25.00</td>
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</table>

TOTAL CHARGES: $___________

SIGNED________________________________________                        DATE________________________
DATE: ______________________

CUSTOMER: ___________________________ ACCT NO. __________________________

PHONE NO. ____________________________

LOCATION ADDRESS: ________________________________________________________

TYPE: SEWER ___________ POOL (SIZE)_________

DESCRIPTION OF LEAK (MUST PROVIDE RECEIPT OF FIXED LEAK):
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

DATE REPAIRED: _______________________

*MAXIMUM OF 2 LEAK ADJUSTMENTS PER YEAR*
*1 POOL ADJUSTMENT PER YEAR/6000 GALLONS MINIMUM*
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<th>ACCOUNT NUMBER</th>
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<tr>
<th>OWNER NAME</th>
<th>SPOUSE NAME</th>
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<tr>
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<th>STATE</th>
<th>ZIP CODE</th>
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<tr>
<th>PHONE NUMBER</th>
<th>ALTERNATE PHONE NUMBER</th>
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<th>ZIP CODE</th>
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<tr>
<th>SIGNATURE</th>
<th>SPOUSE SIGNATURE</th>
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Department of Finance and Administration
Exhibit F-Information Update Form
Water, Irrigation and Sewer Accounts

Department of Finance and Administration
Exhibit F-Information Update Form
Water, Irrigation and Sewer Accounts
I UNDERSTAND CHANGING THE BILLING ADDRESS DOES NOT ELIMINATE MY ULTIMATE RESPONSIBILITY TO
ASERTAIN IF THE DESIGNEE DOES NOT PAY THE BILL IN A TIMELY MANNER.

PLEASE CHANGE THE BILLING ADDRESS AS FOLLOWS:
c/o____________________________________ _______________________________________

_______________________________ ________________________ ________ ______
MAILING ADDRESS            CITY                STATE                ZIP
Residential account holders may complete this form to arrange disconnection of services. Final readings will be taken on metered services within five business days of the termination effective date. Completed disconnect forms can be printed and faxed to 910-371-1073 or mailed to Town of Leland, Utility Department, Leland, NC 28451. A final bill will be mailed to account holder with the words “FINAL BILL”. Only bills marked “FINAL” terminate account holder’s financial responsibility for service.

| Last Four of SSN | __________________________ |
| Account Holder’s Name |
| Last Name | First Name | Middle Name |
| Service Address |
| City | State | Zip Code |
| Effective Date for Termination Request: | __________________________ |

*Final readings are obtained within five business days from the effective date.

| Final Billing Address |
| City | State | Zip Code |
| Telephone | Home | Work | Best Time to Contact: | AM | PM |
| Email Address: | __________________________ |

*A Customer Service Representative may contact you if additional information is needed.

| Account Signature: | __________________________ | Date: | __________________________ |
I hereby authorize Town of Leland to initiate debit entries or such adjusting entries; either debit or credit which is necessary for corrections to my Checking____/Savings____ account indicated below and the financial institution named below to credit or debit the same to such account.

THIS DRAFT WILL OCCUR ON THE 4TH OF EACH MONTH OR THE NEXT BANKING DAY IN EVENT OF A HOLIDAY OR WEEKEND.

In the event of denial by the bank you are responsible for your payment by the 4th of each month.

__________________________________ ____________________ ____________
Financial Institution Name City State

__________________________________ ____________________________________
Transit/Routing Number Bank Account No

I understand that this authorization will be in effect until I notify Town of Leland in writing that I no longer desire this service, allowing it reasonable time to act on my notification. I also understand that if corrections in the debit amount are necessary, it may involve an adjustment (credit or debit) to my account. I have the right to stop payment of a debit entry by notifying my financial institution before the account is charged. If an erroneous debit entry is charged against my account, I have the right to have the amount of the entry credited to my account by my financial institution. I agree to give my financial institution a written notice identifying the entry, stating that it is in error, and requesting credit back to my account. I will provide this written notice within 15 calendar days following the date on which I was sent a statement of my account or a written notice of such entry, or 45 days after posting, whichever comes first.

_________________________________ ____________________________________
Name       Social Security No
__________________ __________________________ ________________________
Acct No       Service Address       Phone No

Signature:___________________________________________ Date:__________________

PLEASE ATTACH VOID CHECK HERE
COMPANY NAME:______________________________________ PHONE #:______________________

ADDRESS:_____________________________________ CITY/STATE/ZIP:__________________________

CONTACT PERSON:_____________________________________ PHONE #:______________________

DATE TO BE INSTALLED:__________________________ ESTIMATE TIME NEEDED:________________

LOCATION OF HYDRANT:________________________________________________________________

*Security deposits are refundable minus usage and rental fees if there are no damages to the hydrant meter or damages to the hydrant. Damages will be assessed according to severity. Customer is responsible should the hydrant meter be stolen. Customer is responsible for all charges not covered by security deposits.

If rental is longer than one month, the meter may be read and charges billed monthly for the rental and amount of usage. The hydrant meter will be installed and disconnected by Town of Leland personnel. Customer may not remove hydrant meter from the above location and connect at another location. Customer will give 48 hours (2 working days) notice of disconnection. Town of Leland Hydrants have a standard 3” thread (hose nozzle). Applicants will have to supply their own fire hose. **Use only a certified hydrant wrench when operating the hydrant.**

CUSTOMER SIGNATURE:_________________________________ DATE:_________________________

************************************************************************************

METER:_________________ RECEIPT#________________________ DATE:_______________________

DATE INSTALLED:_____________ INSTALLED BY:______________METER READ:_________________

DATE REMOVED:_____________ REMOVED BY:______________METER READ:_________________

ANY DAMAGES NOTED:___________________________________HOOK UP FEE:_________________

DAILY RENTAL:_________________ USAGE:______________TOTAL CHARGES:______________

COMPUTER ENTRY BY:______________________________DATE CHARGES PAID:__________________

NEW ACCOUNT #:_____________________________INITIAL SET UP:____________________________

CHARGES APPLIED:_________________________________DATE:____________________________
Who needs to apply for flow test information?
Firms that design landscape irrigation systems.
Engineering firms that design water systems for new development.
Firms that design fire protection systems for building.

When and how should I apply for a flow test?
Three weeks before you need the results.
Complete the other side of this sheet and submit it to Customer Service.
Submit the fee ($200) in a check form to Customer Service made payable to Town of Leland.

How long does it take to get the results of the flow test?
If we have the data from a recent test that was performed at or in the vicinity of your site, we will provide you with those test results. A test that was conducted within the past 2 years will be considered a current test unless significant changes have occurred within the transmission system.

If a new test is required, it will be scheduled and conducted in the order it was received by Town of Leland. You will receive your test results within three weeks.

Can we do the test ourselves?
Yes, however, a Hydrant Flow Application is required so that Town of Leland can arrange to witness the test. It will take up to three weeks for the test to be scheduled for witnessing by Town of Leland. After conducting a private test, please forward a copy of the test results to the following address:

Hydrant Flow Data
Town of Leland
102 Town Hall Drive
Leland, NC 28451

How will I be notified of the results?
You will be notified after the test results are calculated and verified. Typically, results are sent via email or fax, but they can be sent in the mail if desired.

Do not hesitate to contact us if you have any questions. Please contact Town of Leland Utility Department at (910) 371-0148.
Submit the completed form to the Customer Service Department, along with the fee of $200.00.

**APPLICANT INFORMATION**

Date Submitted________________

**Applicant**

Name: ____________________________________________________________

Company Name: ____________________________________________________

Street Address: _____________________________________________________

City: __________________________ State: _______ Zip:_________

Telephone Number:_______________ Fax Number:____________________

Email: ________________________

**Owner (if not applicant)**

Name: _____________________________________________________________

Telephone Number: _____________________

**SITE INFORMATION**

Street Address of Project (if applicable):_______________________________

Project Name (e.g. subdivision name):______________________________

Parcel ID: __________________________________________________________

Project Location (include street names, proposed connection location and specific hydrants to be tested if applicable)

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

**Sketch or include map indicating parcel and proposed connection location**

Receipt__________________ Date_________________
Hydrant Test Applicant: _________________________________________

Project name: __________________________________________________

Location: _______________________________________________________

Date: __________________ Time: ___________________

Test made by: ____________________________________________________

Representative of: _________________________________________________

Witness: _________________________________________________________

If pumps affect test, indicate pumps operating: _________________________

Residual Hydrant B: Static: ____________ psi Dynamic: ___________psi

Hydrant#: ____________ Hydrant elev (top): ________________ ft NAVD 88

Remarks: _________________________________________________________

_________________________________________________________________

Location map: Show line sizes and distance to next cross-connected line. Show valves and hydrant branch size. Show flowing hydrants-Label A1, A2, A3, A4. Show location of static and residual-Label B. Pressure drop at residual hydrant should be at least 10 psi. Add additional flow hydrants until a 10 psi drop is reached.

Indicate B: Hydrant___________ Sprinkler___________ Other (identify) _____________