

Water and Sewer Schedule of Fees

ADJUSTMENT POLICY.

When requested, leak and break adjustments may be granted. Customers are allowed adjustments to utility bills once per calendar year and may be granted by the revenue supervisor. Additional adjustment requests shall only be authorized by the town manager upon a review of the customer's account and the circumstances surrounding the adjustment request. The town may refuse to make adjustments if the property owner does not take appropriate actions to correct plumbing problems or has reoccurring plumbing problems. You must provide the Town with a statement of repair from a licensed plumber. In the event that the resident or landlord repairs the leak, a receipt showing the purchase of plumbing supplies and a statement from the individual who actually made the repair must be provided to the Town.

DELINQUENT ACCOUNT POLICY.

Meters are read and bills are calculated on a monthly basis. Bills are mailed by the third day of each month. Account balances are due and payable on the tenth (10th) day of the month.

An account is considered delinquent if payment is not received by the due date. If account balances are not paid by the close of business on the eighteenth (18th) day of the month, a \$25.00 late fee may be assessed to each account. In the instance the due date occurs on a weekend day or holiday, the late fee will be applied after close of business on the following business day. Payments received after this time, whether in person, by mail, or in the drop-box will still be deemed past due.

If account balance remains unpaid following the close of business on the twenty-fifth (25th) day of the month, service is subject to be disconnected. Accounts with a balance of twelve dollars and fifty cents (\$12.50) or less will not be subject to disconnection. See the Town's Ordinance on delinquency for more information. The reconnect fee and account balance must be paid in full before service is reconnected. [** \(Need to change amount in ordinance\)**](#)

The Department may attempt a call using our automated notification system to a home number provided by the customer alerting the customer as to the planned date of disconnection. It is the responsibility of the account holder to ensure that all information, including telephone numbers, is accurate and current.

PREPAY WATER/SEWER ACCOUNTS.

Any customer on the cutoff list for a 3rd time, in any 12-month period, will be required to prepay their water and sewer bill each month, for the next 12-month period. Prepayment for each month will be equal to the average usage of the last 6 months of water bills, rounded up to the nearest \$10.00.

RETURNED CHECK POLICY.

In the event that the Town receives a return check on an account, the return check fee of \$40.00 will be added to the account. Should the account remain unpaid on the eighteenth (18th) day of the month or the account fall in delinquent status due to the return check, the account will be assessed a late fee and be subject to disconnection. Upon receipt of a returned check, the Town shall mail notification to the customer of the return, note the date that the customer must bring their account current, and the balance due on the account. If an account incurs three return checks, the account shall be placed on a "cash only" status.

UTILITY DEPOSITS.

All customers shall submit an application for new utility service. Individual customers should present a valid identification and social security card. Individual deposits are refundable and will transfer from a location within the Town's jurisdiction to another location within the Town's jurisdiction. Once individual water service is terminated, the deposit will be applied to the individual customers account balance and any credit balance in excess of \$3.00 will be refunded to the individual customer. Any final bill with a balance due to the Town less than \$3.00 will not be billed to the individual customer.

The following deposits shall apply to residential and commercial utility accounts: Residential

\$200.00

Commercial \$200.00-\$2,500.00 (Depends on meter size)

Managers of multiple residential units may request the establishment of corporate accounts. These accounts would be covered under a master deposit established by the management and will be based on the number of units under their direct control.

Deposit Type	Amount
Individual – Commercial	\$ 150.00
Corporate – 2 – 50 units	\$ 1,500.00
Corporate – 51 – 100 units	\$ 2,000.00
Corporate – 101 – 200 units	\$ 2,500.00
Corporate – 201 – 300 units	\$ 3,000.00
Corporate – 301 – 400 units	\$ 3,500.00
Corporate – 401 – 500 units	\$ 4,000.00

RATES.

Water is assessed a flat rate and is metered at the first gallon of usage. Sewer is assessed a flat rate and is metered at the first gallon of usage. Pursuant to the Water Sewer Ordinance the sewer flat rate is charged to those accounts that sewer is available. Rates for customers who reside outside the corporate limits of the Town of Spring Lake will be double. **Rates are per thousand gallons used.**

Water and Sewer Rates	Per 1,000 Gallons	Water Inside	Sewer Inside	Water Outside	Sewer Outside
Minimum	Flat Rate	\$ 10.64	\$ 20.23	\$ 21.28	\$ 40.46
Tier 1	0 - 3000	\$ 9.42	\$ 9.08	\$ 18.84	\$ 18.16
Tier 2	3001 - 6000	\$ 10.60	\$ 10.19	\$ 21.20	\$ 20.38
Tier 3	6001 - 9000	\$ 11.78	\$ 10.99	\$ 23.56	\$ 21.98
Tier 4	Over 9000	\$ 12.96	\$ 12.13	\$ 25.92	\$ 24.26

Monthly Bill Inside		Water	Sewer	Total
Minimum Bill Inside	0 gallons	\$ 10.64	\$ 20.23	\$ 30.87
Inside	1000 gallons	\$ 20.06	\$ 29.31	\$ 49.37
Inside	2000 gallons	\$ 29.48	\$ 38.39	\$ 67.87
Inside	3000 gallons	\$ 38.90	\$ 47.47	\$ 86.37
Inside	4000 gallons	\$ 49.50	\$ 57.66	\$ 107.16
Average Bill Inside	5000 gallons	\$ 60.10	\$ 67.85	\$ 127.95
Inside	10000 gallons	\$ 119.00	\$ 123.14	\$ 242.14

Water Bulk Rates-Rates are per thousand gallons used.

Water Bulk	FY 25	
	Minimum Billing 750,000	
Teir 1	750,000-2,100,000	\$ 4.14
Teir 2	2,100,001+	\$ 4.40

Service Fees – Service fees are not refundable.

Cut On Fee-	\$ 40.00
Transfer Fee	\$ 20.00
Emergency Service/After Hours Fee	\$ 50.00
Illegal Cut on Fee (Tampering Fee) Fee	\$ 200.00 plus the cost of any repair materials Inspection Cost + 15%
Irrigation Meter Seasonal Cut Off	\$ 15.00
Late Penalty	\$ 25.00
Meter Test Fee	\$ 25.00
Disconnect/Reconnect Fee	\$ 50.00
Septic Hauler Fee	\$ 0.033 per gallon
Temporary Service Fee (<i>Maximum 30 days</i>)	\$ 25.00
Water Sample Test Fee – Fee will be based on cost of test and will be provided prior to testing.	

UTILITY CONNECTION FEES.

The fee structure for connecting onto the Town of Spring Lake utility system may include any of the following charges:

Tap Fees

Tap Fees allow the customer the opportunity to connect to the town's water / sewer system. These fees cover the costs associated with installing a tap onto the town's utility lines.

RESIDENTIAL

TAP FEES	Size	FY 25
Water	3/4" Fee	\$ 1,318.00
	1" Fee	\$ 1,448.00
Sewer	4" Fee	\$ 1,533.00
	6" Fee	\$ 2,374.00

Commercial water sewer taps are charged at cost. Please contact Spring Lake Water Department to obtain an estimate. Typical turnaround is 4-5 weeks for tap installation. The Developers may also contract with a licensed utility contractor to install water and sewer taps in accordance with the Town of Spring Lake standards and specifications.

System Development Fees

Residential (to include Mobile Homes):

1 Bedroom	\$ 350.00
2 Bedroom	\$ 500.00
3 Bedroom	\$ 625.00
Additional Bedrooms Add	\$ 200.00 each

Commercial:

Multiplex / Apartment / Condominium / Townhouse / Hotel – Motel / Bed & Breakfast (and like buildings)

2 to 50 Bedrooms	\$ 200.00 per bedroom
51 to 100 Bedrooms	\$ 175.00 per bedroom
101 to 200 Bedrooms	\$ 150.00 per bedroom
201 + Bedrooms	\$ 125.00 per bedroom

Restaurants* (as defined by primary occupancy)

0 to 20 Seats	\$ 1,000.00
21 to 50 Seats	\$ 1,500.00
50 + Seats	\$ 2,000.00

*All other types (curb service / vending / etc.) will be assessed by amount requested on Fast Track Flow Allocation request at the rate of \$2.50 per 120 gallons (covers both water and sewer).

Multi Use (retail outlets)

< 5000 square feet	\$ 100.00 / 1000	or any portion thereof
> 5000 but < 25000 square feet	\$ 90.00 / 1000	or any portion thereof
> 25000 square feet	\$ 75.00 / 1000	or any portion thereof

Factories

Based on projected full employment	\$ 75.00 per employee
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Laundries

\$ 50.00 per machine

Bars (as defined by primary occupancy)

Based on maximum allowable occupancy	\$ 50.00 per patron
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Camps (based on maximum occupancy)

With Central Bathhouse	\$ 25.00 each person
RV park	\$ 50.00 per space

Office space		
Based on projected full employment	\$ 60.00	per employee
Nursing Homes	\$ 200.00	per bedroom
Service Stations / Repair shops	\$ 250.00	per bay
Car Washes		
With water re-use technology	\$ 100.00	per bay
Without water re-use technology	\$ 250.00	per bay
Swimming Pools / Aquatic Parks		
Single Family (Water only fees – no sewer assessment)		
Under 10,000 gallons	\$ 25.00	
10,001 to 20,000 gallons	\$ 50.00	
Over 20,000 gallons	\$ 75.00	
Multifamily / public (covers both water and sewer)		
Under 20,000 gallons	\$ 50.00	
20,001 to 30,000 gallons	\$ 100.00	
Over 30,000 gallons	\$ 150.00	
Private Schools / Training Facilities / Daycare		
Based on maximum allowable occupancy	\$ 25.00	per student

At the discretion of the Town of Spring Lake additional supporting documentation (such as actual flow / flow restriction devices / engineering reports) may be submitted to mitigate fees. Based on the information submitted to the Board, further determination may be considered as to a specific project or development.

If you are required to get a water and/or sewer extension permit from NC DENR the Town will require that you extend the service(s) to the boundaries of the property. If you choose to have the Town do this work it will be billed at current prices (quote upon request).

Tap fees are applied if the Town has (or will) install(ed) the service(s) to the property. If you connect to the existing service line at your own expense, no tap fee is assessed.