TOWN OF SPRING LAKE

REVENUE DIVISION
300 Ruth Street
SPRING LAKE, NC 28390

Welcome to the Town of Spring Lake Revenue Division. We are happy to serve you. For a complete listing of the Town of Spring Lake rate and fee schedule, utility and town ordinances, and policies and procedures, reference the Welcome Packet that has been provided or visit our website at www.townofspringlake.com.

HOURS

Monday- Friday 8:00 am to 5:00 pm

CONTACT INFORMATION: Please contact our department during office hours at (910) 703-8912. If your contact phone number has changed, please call our office to update your information. AFTER HOURS, EMERGENCIES, WEEKENDS, AND HOLIDAYS, PLEASE CALL (910) 237-9853.

ESTABLISH SERVICE: For any service to be established you will need to visit our office. An application is required to add/remove/transfer utility services. A deposit and connection fee are required to establish service with the Town of Spring Lake. Town of Spring Lake does not offer same day service. Service connections are only performed on weekdays during normal business hours (except holidays).

UTILITY BILLS: Utility bills are due on the "Due Date" printed on the front of the bill.
Customers are legally obligated to pay for the services they receive. Actual usage billed is for the prior month as indicated on the bill. Bills are processed and mailed every month. The town is not responsible for the bills that are not delivered by the US Postal Service. If you do not have your bill by the fifth (5th) day of the month, you should contact the Revenue Division; customers are financially liable for utility accounts regardless of whether a bill is received. Failure of the Customer to receive his/her bill does not relieve him/her of the obligation of payment for services received nor for the consequences of non-payment. Please make sure we have your correct mailing address. If not, complete the address correction form and return to us. If you have a question regarding your bill or wish to dispute any charges, contact the Town of Spring Lake Revenue Division at (910) 703-8912 during normal business hours prior to the tenth (10th) day of the month.

PAYMENT OPTIONS:

Automatic Bank Draft: Please contact a Representative at (910) 703-8912 for more information.
Online Payment: Visa, MasterCard, Discover, and American Express payments can be made on our website at **www.townofspringlake.com.** Please allow up to 2 business days for those payments to post to the accounts.
Please Note: A $4.50 convenience is fee applied to all online payments.

Kiosks: Pay with cash, check, credit or debit card; available **24/7 (fees: cash and check $0.45/credit and debit card $3.95**). Locations: 300 Ruth Street (Town Hall Drive Thru) and 2355 Lillington Hwy (Spring Lake Public Building; formerly known as the Manchester Fire Station)

Mail: Mail payment and return stub in the envelope provided by the Town of Spring Lake. Please allow 7 days for delivery. Town of Spring Lake is not responsible for mail delivery time.

Drop Box: Insert the payment envelope containing the return stub and a check or money order in the drop box located in the drive thru lane and at the exit of the parking lot located across the street from the Town Hall building. Payments placed in the drop box will be posted to the accounts within 2 business days. We do not accept: postdated checks, counter checks, starter checks or two-party checks.

RETURNED CHECKS OR DRAFTS:

Please ensure that your account number is written on your check or money order. The Town of Spring Lake will return any postdated or unsigned checks to the customer; penalties may be assessed. If a check/draft is returned to us for insufficient funds by your financial institution, a fee up to the amount permitted by law may be charged to your utility account and your bank account may be electronically debited or drafted for the bill amount with applicable service fees applied. The Town of Spring Lake will assess a $35 penalty for all returned checks/drafts.

TOWN OF SPRING LAKE

REVENUE DIVISION
300 Ruth Street
SPRING LAKE, NC 28390

DELINQUENT ACCOUNT POLICY:

Meters are read and bills are calculated on a monthly basis. Billings are mailed by the third day of each month. Account balances are due and payable on the tenth {10th) day of the month. If account balances are not paid by the close of business on the eighteenth (1th) day of the month, a $25 late penalty may be assessed to each account. If the eighteenth (1th) falls on a weekend or a holiday, the late penalty will be added at the close of business of the first working day thereafter. If the account balance remains unpaid following the close of business on the twenty-fifth (25th) day of the month, utility service is subject to disconnection. Accounts with a balance of $30 or less will not be subject to disconnection. If service is disconnected and the meter shows that any usage has occurred between the cut off and restoration there will be a tampering fee assessed on the account in the amount of $100. The tampering fee must be paid in addition to any other charges that may be past due on the account before utility service can be restored. The town is not responsible for the bills that are not delivered by the US Postal Service. If you do not have your bill by the fifth (5th) day of the month, you should contact the Revenue Division; customers are financially liable for utility accounts regardless of whether a bill is received. **The Town does not issue late notices; only monthly billing statements.**

DISCONNECTION FOR NON-PAYMENT:

If your payment has not been received or you have not made payment arrangements by the 25th of the month your account is subject to termination of services. The Department may attempt a call using our automated notification system to a phone 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. Once we dispatch a service order to disconnect for non-payment, you will be required to pay the account balance due along with reconnect fee. If services are disconnected for non-payment, you will be required to pay your balance in full to reconnect service. After payment is collected, a service order will be dispatched to reconnect service within 24 hours. Customers with covered, obscured or inaccessible meters may be charged an additional service fee.

UNPAID ACCOUNTS:

Should you have an unpaid balance from a previous account with the Town of Spring Lake, you will be required to pay that account balance in full prior to establishing new service.

METER TAMPERING:

A $100 charge will be assessed for meter tampering. Meter tampering includes, but is not limited to, turning the meter on after the water has been disconnected by the Town of Spring Lake, cutting the lock on a meter, or in any way damaging the curb stop or fittings. The $100 charge plus the cost of materials to make repairs will be assessed to the account.

ACCESSIBILITY:

The Town of Spring Lake reads each customer's water meter before the issuance of a monthly bill. The Revenue Division reads meters on the customer's premises. The customer must not block access to the meter, which includes the placement of fences, shrubbery, or the parking of automobiles. Customers with covered, obscured or inaccessible meters may be charged an additional service fee.

HIGH USAGE:

Leaks in toilets, faucets, ice makers, and lawn sprinklers usually cause high water usage. Toilets are most often the problem. To test a toilet, take the lid off the tank and check to see if the water is running into the overflow. If so, there is a problem. If not, add food coloring to the tank and check the bowl an hour later. If the dye has seeped into the bowl, a leak exists. If the problem continues or you cannot find the leak, consult a plumber. The Town of Spring Lake is not responsible for the plumbing or water loss on the customer's side of the meter.