

TOWN OF SPRING LAKE
REVENUE DIVISION
P.O. BOX 617
300 Ruth Street
SPRING LAKE, NC 28390

HOURS

Monday – Thursday 7:30 am to 5:30 pm
Friday 7:30 am to 12:00 pm

PAYMENT OPTIONS

Automatic Bank Draft. Please contact a Representative at 910-703-8912 for more information.

Online Payment. Visa and MasterCard payments can be made on our website at www.spring-lake.org. Please allow up to 2 business days for those payments to post to the accounts.

Mail. Mail payment and return stub in the envelope provided by the Town of Spring Lake. Please allow 7 days for delivery.

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.

By Phone. Visa and MasterCard payments accepted by phone at (910) 703-8912.

A PROCESSING FEE WILL BE CHARGED FOR ALL 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. The Town of Spring Lake will assess a \$25 penalty for all returned checks/drafts.

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 (18th) day of the month, a \$25 late penalty may be assessed to each account. If the eighteenth (18th) falls on a weekend or a holiday, the late penalty will be added at the close of business of the first working day thereafter. Second notices will be mailed to customers who are assessed a late penalty on the same date the penalty is applied. 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.

Customers whose services has been disconnected for nonpayment of an account for the second time will be required to pay their current balance due and increase the amount of their deposit on file to the next tier of deposit amount not to exceed the current maximum required.

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.

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.

For a complete listing of the Town of Spring Lake utility ordinances and policies, reference the Welcome Packet that has been provided or visit our website at www.spring-lake.org.

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. For billing purposes, readings are rounded downward and are read only to whole thousands of gallons. 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.

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.

EMERGENCY, AFTER HOURS, AND WEEKENDS CALL (910) 497-3390