

For More Information:

Town Hall	(910) 436-0241
Water Dept.	(910) 703-8912
Rec. Center	(910) 436-0011
Senior Center	(910) 497-7700
Fire Dept. (non-emergency)	(910) 436-0337
Police Dept. (non-emergency)	(910) 436-0350
Public Works	(910) 497-3390
WWTP	(910) 497-5748

Additional information and forms can be found at:
www.spring-lake.org

Revenue Division Hours of Operation

Monday - Thursday	7:30 am - 5:30 pm
Friday	7:30 am - 12:00 pm

P.O. Box 617
Spring Lake, NC 28390
Phone: (910) 436-0241
Fax: (910) 436-1433
www.spring-lake.org

HOUSEHOLD WASTE PICK-UP INFORMATION

- Household waste is picked-up once per week.
- Please place container at the curbside no earlier than 5:00 pm the day before pick-up but no later than 6:00 am on the scheduled day of pick-up.
- Please remember to remove the container from the curbside no later than twelve (12) hours after pick-up.
- Items too large to fit in the ninety (96) gallon container may be piled neatly beside the container for pick-up at curbside.
- Please place only refuse (household waste) in the container.
- NO yard debris, leaves, limbs, recyclables, rocks, sticks or dirt.
- NO automotive greases or oils.
- Absolutely NO HOT ashes.
- NO bundles or bags over eighteen (18) inches in diameter or fifty (50) pounds or too large for one man to lift and no hazardous materials.

RECYCLABLE PICK-UP INFORMATION

- Recyclables are picked up every other week.
- Carts should be placed at the curb for pick up prior to 6:00 am on the service day.
- Products, food, drink, etc. MUST be removed from containers before being placed in the cart for recycling. The best way to accomplish this is to rinse them once.
- Items placed in the cart do not have to be in bags.
- Cardboard boxes need to be broken down and placed in the cart or placed in bags on top of the cart for pick-up.
- You do not need to sort your recyclables.

Residents needing assistance. A doctor's note is required for this service.

For Information on Pickup Dates
Contact
(910) 497-3390



Town of Spring Lake

Revenue Division



Account Number

Pay online at:

www.spring-lake.org

No Service Charge

Information about your bill:

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 51.042(G) the sewer flat rate is charged to those accounts that sewer is available. The Town of Spring Lake reads each customer's water meter before the issuance of a monthly bill. For billing purposes, readings are read down to the gallon.

	Flat	Tier 1	Tier 2	Tier 3	Tier 4
water	3.25	6.00	6.75	7.50	8.25
sewer	9.25	5.65	6.40	7.15	7.90

Tier 1 = 0 to 3,000 gallons

Tier 2 = 3,001 to 6,000 gallons

Tier 3 = 6,001 to 9,000 gallons

Tier 4 = 9,001 and up

METER TAMPERING

A \$100 charge will be assessed for meter tampering. Meter tampering includes turning the meter on after the water has been disconnected by the Town of Spring Lake staff, cutting the lock on a meter to turn the water on, 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 Revenue Billing Division reads meters on the customer's premises. The customer must not block access to the meter, which includes the placement of fences and shrubbery or the parking of automobiles.

AFTER HOURS SERVICE

Services provided after the posted hours above will be for emergencies (such as water leaks or sewer backups) only. Service connections or reconnections will not be performed after normal operating hours.

FOR EMERGENCIES PLEASE CALL (910) 497-3390

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 will be refunded to the individual customer. Any final bill with a balance due to the Town less than \$3 will not be billed to the individual customer.

The following tiers of deposits shall apply to residential utility accounts:

Tier 1 – Homeowner	\$50.00	minimum dep.
Tier 2	\$100.00	minimum dep.
Tier 3	\$150.00	minimum dep.

PAYMENT INFORMATION:

The Revenue Department accepts the following payment methods:

- Cash
- Checks
- Money Orders
- Visa/MasterCard/Discover/American Express
- Debit Card w/Visa or MasterCard Logo
- Automated Draft
- Online payments
- Drop Box: Drop boxes are located at the drive thru lane and at the exit of the parking lot across from Town Hall. Include return stub and check or money order. Payment will be posted to the account within 2 business days.

Mailed Payments should be sent to:

Town of Spring Lake
Revenue Division
P.O. Box 617
Spring Lake, NC 28390

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.

ADJUSTMENT POLICY

When requested, leak and break adjustments may be granted. Customers are allowed one (1) adjustment in any one calendar year. You must provide the Town with a statement of repair from a 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. 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 Saturday, Sunday or a holiday, the late penalty will be added at the close of business of the first working day thereafter. 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. If the account balance remains unpaid following the close of business on the twenty-fifth (25th) of the month, utility service is subject to disconnection. If account is disconnected, current balance and reconnection fee will be due before service is restore. Accounts with a balance of \$30 or less will not be subject to disconnection.

RETURNED CHECK POLICY

In the event that the Town receives a return check on an account, the return check fee of \$25 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.

Service Fees – Service fees are not refundable.

Cut On, Transfer & Reconnection Fee	\$ 20.00
Emergency Service/After Hours Fee	\$ 50.00
Illegal Cut On Fee (Tampering Fee)	\$ 100.00
plus the cost of any repair materials	
Irrigation Meter Seasonal Cut Off	\$ 15.00
Meter Test Fee	\$ 25.00
Water Sample Test Fee	\$ 25.00