

## Water and Sewer Schedule of Fees

### **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. Billings are mailed by the third day of each month. Account balances are due and payable on the tenth (10<sup>th</sup>) day of the month. If account balances are not paid by the close of business on the eighteenth (18<sup>th</sup>) day of the month, a \$25.00 late penalty may be assessed to each account. If the eighteenth (18<sup>th</sup>) 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. 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 (25<sup>th</sup>) day of the month, utility service is subject to disconnection. Accounts with a balance of thirty dollars (\$30) or less will not be subject to disconnection.

Customers whose service has been disconnected for nonpayment of bill for the second time will be required to pay their current balance due; and after a review of their payment history with the Town, may be required to increase the amount of their deposit on file to the next tier of deposit amount not to exceed the current maximum required.

### **RETURNED CHECK POLICY.**

In the event that the Town receives a return check on an account, the return check fee of \$25.00 will be added to the account. Should the account remain unpaid on the eighteenth (18<sup>th</sup>) 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 tiers of deposits shall apply to residential utility accounts:

Tier 1	\$ 50.00	Minimum deposit for homeowner with good credit
Tier 2	\$ 100.00	Minimum deposit for renter with good credit
Tier 3	\$ 150.00	Minimum deposit for all with bad credit

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	\$ 75.00
Corporate – 0 – 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.

	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

**Service Fees** – Service fees are not refundable.

Cut On or Transfer 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
Inspection Fee	Cost + 15%
Irrigation Meter Seasonal Cut Off	\$ 15.00
Late Penalty	\$ 25.00
Meter Test Fee	\$ 25.00
Reconnect Fee	\$ 20.00
Septic Hauler Fee	\$ 0.033 per gallon
Temporary Service Fee ( <i>Maximum 10 days</i> )	\$ 25.00
Water Sample Test Fee	\$ 25.00

**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 associates with installing a tap onto the town’s utility lines.

<b>Residential Water Tap</b>		<b>Residential Sewer Tap</b>	
<b>Size</b>	<b>Tap Fee</b>	<b>Size</b>	<b>Tap Fee</b>
3/4”	\$900.00	4”	\$1,050.00
1”	\$950.00	6”	\$1,750.00

When front footage of a lot is covered to install a water tap, a fee of \$8.00 per foot will be added. When front footage of a lot is covered to install a sewer tap, a fee of \$12.00 per foot will be added.

Combined Water and Sewer Taps are available for residential structures only. The tap includes a 3/4” water tap and a 4” sewer tap at a cost of \$435.00.

Commercial developers/owners may contract with a licensed utility contractor to install water and sewer taps according to the Town of Spring Lake standards and specifications. The developer/owner shall pay an inspection fee of \$50.00 for each tap and coordinate all activities with the Inspection Department.

Residential – Irrigation	
Size	Tap Fee
¾”	\$450.00
1”	\$500.00

**It is the responsibility of the applicant to ensure that a proper backflow device is installed between the meter and the irrigation system.**

Commercial sewer taps and any water tap that is greater than 1” will be billed in to the following schedule:

Type of Fee	Hourly Rate
Supervisor	\$24.25
Regular Employee	\$16.75
Equipment	See Current Federal Emergency Management Agency Schedule

### Impact 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

Laundries	\$	50.00 per machine
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Bars (as defined by primary occupancy)		
Based on maximum allowable occupancy	\$	50.00 per patron

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
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Service Stations / Repair shops	\$	250.00 per bay
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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

Multi family / 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.

All Impact Fees are split equally between water and sewer unless otherwise noted.