

TOWN OF LITTLETON
Water & Sewer Department
112 E. South Main Street - P. O. Box 87
Littleton, NC 27850 - (252) 586-2709

WATER / SEWER ACCOUNT INFORMATION

Establishing water / sewer service:

1. Each separate service address or meter requires a separate account.
2. Each account requires a completed application, which provides the Town with valid identification of the applicant. A deposit for each account is required before services will be connected. The deposit is refundable if the account is paid in full when closed.
3. Please have someone on the premises when water is turned on to check for leaks.

Billing:

1. Bills are mailed the last day of each month. The billing cycle runs from the 15th of the previous month to the 15th of the current month. You will receive a minimum charge bill even if there is no water usage during the billing cycle, we do not prorate.
2. All bills will be delivered by the U. S. Postal Service. Failure to receive a bill does not prevent such bill from becoming delinquent or relieve the customer from payment. No second notice is given.
3. **Bills are delinquent after the 10th of the month. If payment is not made by 5:00 p.m. on the 10th of the month, a \$5.00 late fee will be charged. Service will be disconnected on the 21st of the month and a \$20 late fee will be charged, if payment is not received by 5:00 p.m. the prior day. Past due bill and late fees will be required to prevent disconnection of service.**
4. Current rate schedules are available at Town Hall.

Terminating water / sewer service:

1. This office must be notified if you permanently leave the service address. You will continue to receive a bill until we are notified to close your account.
2. Account deposit will be applied to the final bill and any remainder will be refunded to the customer (by check) after the regular Board meeting following the end of that billing cycle.
3. Accounts that are temporarily turned off will be permanently closed and deposit applied after one year of inactivity.
4. If account owner is deceased, the account will be closed and the deposit (if any) will be applied within three months. A new account must be established with a new application and deposit to resume service.

Other policies:

1. Please keep your meter free of debris, grass & weeds.
2. **Water meters are Town property. There is a \$100.00 fine for tampering with a meter in any way, and additional charges may apply if damage is done.**
3. **Returned check fee is \$30.00. Service will be disconnected until bill and fee are paid in full by cash only. If 3 checks for payment are returned, all future payments must be in cash only.**
4. Accounts delinquent for 60 days will be closed, deposit applied, and balance due submitted for collection. A \$200.00 deposit will be required to reactivate the account, in addition to payment in full of past due balance.
5. There will be a \$10.00 fee for temporarily turning the service on or off at the customer's request during regular business hours. The fee will be \$50.00 if after hours. These fees will be added to the customer's next bill.
6. There is no guarantee that service will be turned back on same day if payment on a delinquent account is made after 3 p.m.
7. A customer's meter may be reread by request once in a calendar year for no charge. Each additional reread at the customer's request will cost \$10, added to the next bill. This fee will be waived only if it is found that the Town made a billing error which caused the request.
8. If a bill adjustment is requested for a leak, proof of repair and leak location is required before an adjustment may be made. Only one adjustment will be approved in a calendar year. (This may mean that the adjustment will not be applied until the next billing cycle, but the current bill must be paid in full to prevent discontinuation of water service.) A leak where the water went through the sewer system will not be approved, e.g. a leaking toilet or sink faucet.
9. If a customer requests his water deposit to be transferred to a new location, a \$10 transfer fee is required. This fee will be added to the next bill. If the customer has been at the current address less than 2 years, or if he has made a late payment in the last 2 years, any deposit on file must be brought up to the amount on the current fee schedule before transferring.
10. Accepted form of payments: Cash, money order payable to Town of Littleton, or check* payable to Town of Littleton. U.S. dollars only. *Check must have pre-printed name and address, and no post-dated checks accepted.

Please visit our website www.townoflittleton-nc.us for additional information.