

TOWN OF LITTLETON
Water & Sewer Department
117 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 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.
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.
3. **Bills are delinquent after the 10th of the month. If payment is not made by 5:00 p.m. on the 15th 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. 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. Accounts that are temporarily turned off will be permanently closed and deposit applied after one year of inactivity.
3. 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 deposit.

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.**
4. Accounts delinquent for 60 days will be closed, deposit applied, and balance due submitted for collection. A \$150.00 deposit will be required to reactivate the account.
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.