

# Requirements of New Customers



## Activation Fee

- A \$15.00 non-refundable activation fee will be required for new Residential and Commercial customers.

## Deposit

- For all new Residential customers a \$75.00 deposit will be required
- For all new Commercial customers a \$125.00 deposit will be required
- Deposits will be refunded to customers when the account is closed AND has a zero balance.
- Deposits may be applied to any remaining balance at the time of account closure

## Necessary Information

- **All new customers** must provide a US Government photo ID, active telephone number, and Social Security Number or Federal Tax ID

## Billing Cycle

- Utility bills will be mailed out no later than the 15<sup>th</sup> day of each month and are due the 1<sup>st</sup> of the **following** month.
- **BILLS ARE DUE THE 1<sup>ST</sup> OF EACH MONTH.**
- A **late fee** of \$10 or 10% whichever is greater will be added to any delinquent bills on the **5<sup>th</sup> day of each month (after 12:00 PM).**

1 Due	2	3	4	5 Late after 12 pm	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

## Payments

Payments can be made by

- Mail
- Night Deposit Box 24/7
- Town Hall Drive-thru  
M-F 8:00am-5:00pm
- Online at [www.wilkesboronc.org](http://www.wilkesboronc.org)
- Inside of Town Hall  
M-F 8:00am-5:00pm

**We do not accept payments over the telephone**

## Forms of Payment



## Special Circumstances

- The Town will try to work with any customer on a payment schedule, if necessary.
- A customer must contact the Town prior to the disconnect date for agreement in order to avoid any penalty charges.
- However, if a customer does not abide by the agreement with the Town, disconnection will occur.



## Disconnections

- If a bill is not paid by the fifth (5) day of the month the bill is due (**before 12:00 PM**), the Town has the right to disconnect services.
- The Town will **not** provide any late notice of past due bills.
- If a disconnection occurs the customer will be charged a \$35.00 fee for reconnection.
- If reconnection is needed more than one time in a twelve (12) month time period, the fee will be increased to \$70.00.

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**A continuous leak from a hole this size does waste this amount of water per bill and cost you approximately per bill. (Residential inside town limits)**

- 1/4" hole = 787,667 gal = \$1,000.00
- 3/16" hole = 444,000 gal = \$550.00
- 1/8" hole = 197,333 gal = \$250.00
- 1/16" hole = 49,333 gal = \$70.00



*"Where the Mountains Begin"*

[www.wilkesboronc.org](http://www.wilkesboronc.org)

336-838-3951

**After Hours water/sewer Emergencies**

**336-838-0188**

## Utility Billing Information

Effective Aug. 5, 2015