

# TOWN OF SPRING HOPE

PO BOX 87  
 SPRING HOPE, NC 27882  
 252-478-5186

**Office Hours:**

Monday – Friday: 8:30 am – 5:00 pm  
 Closed Daily (Lunch): 12:30 - 1:30 pm



*"Home of the Spring Hope Pumpkin Festival"*

<b>UTILITY RATES &amp; SERVICES</b>	
<p><b>WATER Rates:</b> <i>(Effective 02/01/2018)</i>                      \$17.00 for the first 3000 gallons used                      \$ 3.50 for each additional 1000 gallons</p> <p><b>SEWER Rates:</b> <i>(Effective 02/01/2018)</i>                      \$2.00 base rate                      \$8.20 for every 1000 gallons of water used</p> <p><b>CAPITAL IMPROVEMENT Project Fee:</b> <i>(Effective 07/01/2012)</i>                      \$1.75 per month for all sewer customers</p> <p><i>*This money is applied to the payoff of our new waste water treatment plant.</i></p> <p><b>GARBAGE &amp; RECYCLING:</b> <i>(Effective 07/01/2017)</i>                      \$20.00 per month  <i>(includes one garbage cart &amp; up to three small(3) recycling bins OR you can get a large recycle bin for an additional \$10 per month)</i></p> <p><i>*Each additional garbage cart is \$10.00 per month</i></p> <p><b>OUTSIDE City Limits Water and Sewer Rates:</b> <i>(Effective 02/01/2018)</i>                      Water = \$34.00 first 3000 gallons                      \$ 7.00 for each additional 1000 gallons</p> <p>Sewer = \$4.00 base rate                      \$16.40 per 1000 gallons of water used</p>	<p><b>METER READINGS:</b> 15<sup>th</sup> of each month</p> <p><b>BILLING:</b> Water bills are mailed on the LAST BUSINESS DAY of each month.</p> <p style="text-align: center;"><b>DATE OF YOUR FIRST BILL:</b></p> <p style="text-align: center;">_____</p> <p style="text-align: center;"><b>PAYMENT DUE DATES:</b></p> <p><b>CURRENT CHARGES:</b> 20<sup>th</sup> of the month by 5:00 p.m. Late fees posted on the next business day @ 10 am.</p> <p><b>PAST DUE ACCOUNTS/CUTOFFS:</b> 10<sup>th</sup> of the month by 5:00 p.m.*</p> <p style="color: red;"><i>*for all past-due accounts, services will be cut off if the <u>entire</u> "Balance From Previous Bill" and "Penalty" are not paid by the deadline</i></p>

Each household should have at least one (1) garbage cart & two (2) recycle bins. One (1) additional recycle bin can be obtained at no additional charge; however, a large recycle bin can be obtained by calling (252) 478-5186 for an extra \$10 per month.

Household garbage & recycling waste collection is a contract service provided by Waste Industries on Fridays. Garbage is collected every week; however, recycling is collected every other week. The garbage fee is assessed to each household, regardless of whether you use the garbage cart or not. The only exception is for businesses that have dumpsters, which they pay for directly to the company with whom they are contracted.

Garbage and recycling bins are the property of Waste Industries and must not be removed by the customer at any time. If you move and take this bin with you, you will be charged \$25 for the recycle bin and \$100 for the garbage cart on your final water bill.

Please note that certain times of the year garbage/recycling will be picked up on Saturday because of a holiday, refer to your calendar for these days.

## **OTHER FEES & SERVICE REMINDERS:**

1. **DEPOSIT & CONNECTION FEE:** A \$150 deposit and a \$50 connection fee must be paid in order to activate a utility account. **EXCEPTION:** Homeowners are not required to pay a deposit at the time of connection; however, you are still required to pay the \$50 connection fee to activate service. If your service is disconnected for non-payment, you will then be required to pay a \$150.00 deposit plus your entire balance and the \$50 reconnection fee.
2. **ACCEPTABLE FORMS OF PAYMENT:** We accept cash, check, automated bank draft (*for monthly billing only*), money order, Master Card, Visa, and Discover with picture ID. Payments are to be made to the Town of Spring Hope, either in person, via U.S. postal mail, or at our drop box. Debit or credit card payments may also be made over the phone. When using the drop box, make sure you place your payment in an envelope labeled with your name & physical (service) address. For your convenience, the drop box is available for use 24 hours a day, 7 days a week. You will not be able to use your debit/credit cards on the last 2 business days of the month due to end of month billing.
3. **RETURNED CHECK FEE:** \$25                      **DECLINED BANK DRAFT FEE:** \$25
4. **BANK DRAFTS:** The town offers this service free of charge to anyone wishing to use it. Sign-up sheets are on the website, fill it out and submit a voided check to the town hall at least 30 days before you want to use the service. We draft only "1" time per month on the 15<sup>th</sup> of each month. The file must be sent to the bank "2" business days ahead of the actual draft date. Once the file is sent, there is no way to stop the draft, please keep this in mind should you need to make changes to your draft. If the 15<sup>th</sup> falls on a weekend, the drafts will come out of your bank on the next business day, same as a holiday.
5. **METER READINGS:** Meters are read on or around the 15<sup>th</sup> of each month. Meter readings are entered into the town's computer system and customers are billed according to their exact water usage each month.
6. **CURRENT USAGE:** All charges for the current month are due to be paid by 5:00 p.m. on the 20<sup>th</sup> of the month. In the event the 20<sup>th</sup> falls on a weekend or holiday, bills must be paid by 10:00 a.m. on the next business day. After this time, all unpaid balances will be considered past due and will be charged a 5% late penalty.
7. **PAST DUE ACCOUNTS/CUTOFFS:** Any customer who has a **past due** amount on their water bill must pay the entire "Balance From Previous Bill" and "Penalty", by 5:00 pm on the 10<sup>th</sup> of the following month after which it was due. Service will be disconnected the next business day if your payment is not received at our office by this deadline. **NO EXCEPTIONS** or **EXTENSIONS** will be given for any reason. Don't ask! If your service is cutoff for non-payment, a \$50 reconnection fee will be added to your account, and you will then be required to pay your entire account balance in full before services will be restored.
8. **METER TAMPERING:** If your services are disconnected, the meter will be turned off and locked. If YOU decide to cut the lock and continue using water without paying, the meter will be removed and we will contact the police department and file charges against you for tampering with town property.
9. **NEWS & ANNOUNCEMENTS:** As part of our commitment and ongoing effort to keep citizens informed about what's going on in your community, we maintain a list of news and announcements, which is updated each Friday and made available to the public in three ways:
  - a. The Town operates a PEG channel on local cable channel 8. Town news and announcements can be heard daily at 3 pm & 8 pm. Please call your cable company & ask for this channel. There are also announcements from other towns, the county agencies, and schools on this channel.
  - b. Follow us: on Facebook ("Town of Spring Hope"); or on Twitter (@town\_springhope)
  - c. Log on to our website: [www.springhope.net](http://www.springhope.net)

*For questions, please contact Spring Hope Town Hall at (252) 478-5186*