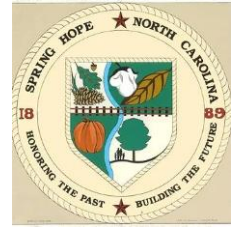


# Town of Spring Hope, NC



4 October 2022

## New Town of Spring Hope Water Disconnection Policy

Effective January 2023 the Town of Spring will disconnect unpaid accounts 6 calendar days after bills are due.

- Utility bills are due and payable upon receipt and the deadline for payment is the 20<sup>th</sup> of every month.
- Late payment fees are assessed on the 21<sup>st</sup> of every month.
- Unpaid accounts will be disconnected five days later, the 26<sup>th</sup> of every month. If the 26<sup>th</sup> falls on a Friday, weekend, or holiday, the account will be disconnected on the next business day.
- Account holder can discuss payment arrangements with Town staff prior to disconnection. Once disconnected, the account holder must pay the entire amount due on the account, plus an additional \$75 reconnection fee.
- The Town of Spring Hope offers account bank draft. The amount of your bill is automatically deducted from your checking account on the 15<sup>th</sup> of every month, except with a holiday or weekend and it will be drafted on the next business day. This [form](#) is located on the Town's website at [www.springhope.net](http://www.springhope.net).
- The Town of Spring Hope offers **FREE** on-line bill pay. Just click the on-line bill pay button on the [www.springhope.net](http://www.springhope.net) website. Payments are safely made through [Xpress Pay/First Citizen's Bank](#).
- The Town of Spring Hope can help with payment plans for unusually high utility bills.

Please contact the Town of Spring Hope offices at 252-478-5186 with any questions about this policy or the status of your account.