

For More Information:

| | |
|------------------------------|----------------|
| Municipal | (919) 777-1112 |
| Water Dept. | (919) 775-8215 |
| Public Works | (919) 777-1118 |
| Golf Course | (919) 777-1901 |
| Fire Dept. (non-emergency) | (919) 777-1501 |
| Police Dept. (non-emergency) | (919) 775-8268 |
| Planning & Development | (919) 718-4657 |

Additional information and forms can be found at:
www.sanfordnc.net

Customer Service Department Hours of Operation

Monday thru Friday 8:00 am – 5:00 pm
 Closed weekends & holidays
 After hours emergency: (919) 775-8268

Sanford notifies all customers of any planned repairs that might affect your water service. However, we have some unplanned interruptions such as broken mains or cut lines that we are unable to notify you.

The Meter Department reads meters on the customer's premises. The customer must not block access to the meter, which includes the placement of fences and shrubbery or the parking of automobiles.

P.O. Box 3729
 225 E Weatherspoon Street
 Sanford, NC 27331
 Phone: (919) 775-8215
 Fax: (919) 775-5084
www.sanfordnc.net

Equal Employment Opportunity Statement: The City of Sanford does not discriminate on the basis of race, color, national origin, sex, religion, age or disabling condition in employment opportunities or the provision of services.

HOUSEHOLD/RECYCLABLE WASTE PICK-UP INFORMATION

- Household waste is picked-up once per week for single-family dwellings located inside the city limits. Multi-family residents contact landlord. Businesses do not receive this service.
- Recyclables are picked-up every other week.
- Waste Industries is City of Sanford service provider.
- Obtain trash/recycling container or more information on pick up dates contact (919) 775-8247.

Rates:

1 ccf = 100 cubic feet = 748 gallons

Water Residential

| Monthly Consumption Level | Inside | Outside |
|---------------------------|---------|---------|
| Min. charge up to 3 ccf | \$14.61 | \$29.21 |
| Over 3 ccf | \$4.43 | \$8.83 |

Water Non-Residential

| Monthly Consumption Level | Inside | Outside |
|---------------------------|---------|---------|
| Min. charge up to 3 ccf | \$14.61 | \$29.21 |
| 3 ccf to 8 ccf | \$4.43 | \$8.83 |
| Over 8 ccf | \$2.88 | \$5.74 |

Sewer Residential / Non-Residential

| Monthly Consumption Level | Inside | Outside |
|---------------------------|---------|---------|
| Min. charge up to 3 ccf | \$15.61 | \$23.41 |
| Over 3 ccf | \$5.20 | \$7.80 |

Sewer Only Rates

| Monthly Consumption Level | Inside | Outside |
|---------------------------|---------|---------|
| Flat Fee | \$32.26 | \$46.87 |

Bulk Water Rates

| Monthly Consumption Level | Inside |
|---------------------------|---------|
| Min. charge up to 3 ccf | \$14.61 |
| Over 3 ccf | \$4.43 |

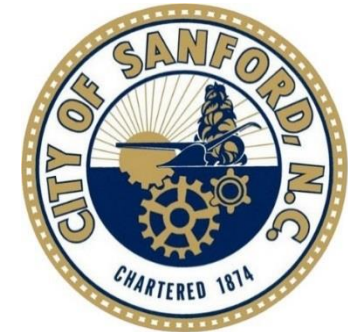
UNPAID ACCOUNTS

Should you have an unpaid balance from a previous account with the City of Sanford, you will be required to pay that account balance in full prior to establishing new service

City of Sanford

Customer Service Dept.

Rules & Regulations



Account Number

Customer Number

Cycle

Due Date

Pay online at:

www.sanfordnc.net

GO PAPERLESS!
 Ask to receive your utility
 bill by E-mail!

Information about your bill:

BILLING:

A customer's location determines what cycle they are billed in and therefore determines their due date. City of Sanford bills in four cycles each month. City of Sanford reads each customer's water meter before the issuance of a monthly bill. For billing purposes, readings are read in cubic feet and then converted to gallons. All active customers are billed a minimum bill at the current rate whether you use any water or not.

Billing Cycles

Cycle 1 = due the 26th of each month Cycle 2 = due the 3rd of each month

Cycle 3 = due the 9th of each month Cycle 4 = due 16th of each month

2nd notices will be generated 5 days after the due date. If date falls on a non-business day, then notices will be generated the next business day.

Late fee of \$5 will be applied at 5 p.m. 10 days after the due date. This applies to payments online, in the office and drop box.

The cutoff list is generated on the morning of the 11th day after the due date and a \$15.00 administrative fee will be applied. If date falls on a Friday or non-business day, then the \$15 fee is applied and the cut off list is generated the next business day.

If your service is disconnected for non-payment, delinquent fees and all arrears must be paid before service can be restored. If service is cut off and you request that the service be restored after normal business hours, (not for new cut-on) an additional \$25 charge is required to be paid the following business day by 10 a.m. If the \$25 after-hours reconnect fee is not paid by 10 a.m. service will be disconnected without further notice and will not be reconnected again after hours.

If you are cut off and owe for two months, your account will be finalized out. To re-establish service, you will need to pay the account up to date and pay a deposit.

METER TAMPERING:

Per North Carolina General Statute 14-151.1, it is illegal for any unauthorized person (including a licensed plumber) to alter, tamper with, relocate, willfully damage, or bypass a water meter. It is illegal for any person (including a licensed plumber) other than a City of Sanford employee to reconnect a water meter after City of Sanford personnel have disconnected it.

Any person violating this section shall be guilty of disorderly conduct and shall be subject to immediate arrest under charge of disorderly conduct.

UTILITY DEPOSITS:

Deposit amount is \$75.00 for each meter location. All customers shall submit an application for new utility service. Individual customers should present a current valid identification social security card and/or Federal Tax ID Number pursuant to NC General Statutes, Chapter 105A-2(6), The Setoff Debt Collection Act. This information will have used solely for the purpose of collecting unpaid bills and submitting outstanding debts to the NC Dept. of Revenue for collection by applying the debt against any income tax refund and/or lottery winnings that you may be entitled to receive. In addition to securing monies owed the City, the NC Dept. of Revenue will assess a debt collection transaction fee which will also be deducted from any current or future refund until the debt is paid in full. The City will not disclose your number without your consent to anyone outside the City except as mandated by law.

City of Sanford requires a security deposit payable in advance. If you pay your bills on time and no NSF's for 12 consecutive months, your deposit is applied towards your current bills until the deposit is applied in its entirety (does not earn interest). If your water is cut off, your deposit will be applied towards your final bill and you will receive a check for any remaining funds.

PAYMENT INFORMATION:

City of Sanford accepts the following payment methods:

- Cash
- Checks
- Money Orders
- Visa/MasterCard (in person or over phone)
- Visa/MasterCard/Discover/Amex/E-check (online at www.sanfordnc.net). Have account number/customer ID
- Automated Bank Drafts - drafted on due date of your billing cycle (ask for draft form)
- Night Deposit Box: located in the circular drive at the back of the building. Include return stub and envelope along with check or money order. City is not liable for cash payments placed in the night drop. Any payments placed in box after 8:00am may not be credited until the following business day.

Bill Payment Address: include bill stub to:

City of Sanford, PO Box 63060 Charlotte, NC 28263-3060. Please use return envelope provided and write bill/account number on your check.

Online bill payers (through your bank or bill paying service):

mail payments to: City of Sanford, PO Box 3729, Sanford, NC 27331. Please include your account.

Correspondence:

City of Sanford, PO Box 3729, Sanford, NC 27331

You are responsible for payment whether you receive a bill or not. Please contact office if you have not received a bill in 5 days. City of Sanford is not responsible for post office delay.

LEAK/HIGH BILLS:

If your bill increases from one month to the next and you have not used any extra water, please do the following. Check your home for possible leaks. Make sure no one is using water and then look at the dial on the meter. If the dial moves, water is running or there is a leak. If you have a leak you will need to call a plumber or make the repairs. If you cannot find a problem, call us and we will have our service technician check the meter (no charge). If you do have a leak and get a licensed plumber to repair the leak please bring us a statement as soon as possible. We also accept receipts for materials when minor leaks are repaired. Customers are allowed one (1) leak adjustment in any one calendar year and based on a 12-month average.

After hours emergency cut off, please contact the Police Department at (919) 775-8268 to dispatch a service technician that can disconnect water if needed.

TRANSFERS:

If you already have service with us and are moving to a new location, please call us at least the day before to transfer your service. We must have a start date for the new service and a stop date for the old service. If you have a deposit it will transfer to the new account. Your account must be paid current regardless of the due-date in order to transfer your service.

DISCONNECT SERVICE:

Please be prepared to give us your forwarding address, a phone number and your Social Security Number for verification.

Please contact us as soon as possible to make arrangements to have water cut off and provide us a forwarding address. We require at least a day's notice. If you disconnect service, you may receive two more bills. When you place an order to disconnect service there is usually a pending bill in process and then your final bill based on your final reading.

RETURNED CHECKS/DRAFTS/CREDIT CARDS:

In the event that the City receives a return check/drafts/credit-card/e-check on an account, the return check fee of \$25 per item will be added to the account in accordance with NC Law (G.S. 25-3-506). If you have two returned checks/drafts within a 12-month period you must pay the bill in cash for a period of one year.