

**City of Sanford
Bulk Water Policy
Effective: August 1, 2016**

Bulk water is available only at Sanford Fire Station #2, located at 2220 Woodland Ave. The following guidelines must be adhered to in order to be able to use this service. Failure to abide by any of these guidelines can result in suspension or termination of privileges.

1. If this is your first time using bulk water you must first call Customer Service at 919-775-8215 and provide accurate billing information, including a valid phone number, and SSN or Tax ID #.
2. You are to complete the log sheet in the mailbox at the fire station and provide all requested information. **Information should be legible and accurate.** Don't forget to include a phone number.
3. Please return log sheet to the mailbox upon completion. These log sheets will be removed daily and reviewed for accuracy.
4. If you use bulk water you will receive a bill around the third week of each month after which you used bulk water. These bills are subject to a \$20.00 late fee if payment is not received by the due date. We ask that bills be paid in a timely manner to avoid suspension or termination of privileges and the possible requirement to pay a deposit. **Note: Effective November 1, 2016, bills will be subject to a \$5.00 late fee if not paid by 5:00 pm 5 days after the due date. If payment is not received by the 11th day past due, a \$15.00 administrative fee will be applied to the bill that morning.**
5. If the valve is not closed off completely and it is determined that you were the last one to get water prior to the leak then you will be billed for the loss water.
6. If you have any concerns or need help while getting water please see one of the firefighters at the station. If they are out and you have billing concerns please call 919-775-8215, Monday – Friday, 8:00 AM to 5:00 PM. Please call us if any of your billing information changes.

BULK WATER RATE SCHEDULE FOR FISCAL YEAR 2016-2017

MONTHLY CONSUMPTION LEVEL PER HUNDRED CUBIC FEET	WATER RATES PER MONTH (INSIDE)
Minimum Charge for up to 3ccf (\$/month)-300 cu. ft.	\$14.61
Over 3ccf (\$/ccf)	\$4.43