

# TOWN OF ORIENTAL

ACCT #: \_\_\_\_\_

P.O. Box 472, 507 Church St., Oriental, NC 28571  
(252) 249-0555 (252) 249-0208 Fax  
www.townoforiental.com

## APPLICATION FOR WATER, TRASH, RECYCLING & SEWER SERVICE

Name of Customer: \_\_\_\_\_ Turn on date: \_\_\_\_\_

Service Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ Phone: \_\_\_\_\_

Are you the owner: (circle one) YES NO If no, landlord's name: \_\_\_\_\_

Driver's License #: \_\_\_\_\_ Exp: \_\_\_\_\_ State: \_\_\_\_\_ Social Security #: XXX-XX-\_\_\_\_\_

*Note: Disclosure of your social security number is voluntary. We are authorized to collect this information because we are extending credit for services and it will only be used for collection of debts owed to the Town. The last four digits of your number will be used to verify your identity before disclosing account information in accordance with Article V-Red Flag Rules of the General Ordinances.*

E-mail address (optional): \_\_\_\_\_

Would you like to be put on our "Alert" e-mail list to receive Town news alerts? (circle one) YES NO

Type of Water Service Requested: (circle one) Residential Commercial\* Irrigation\*\* New Tap

\* See Chapter S, General Ordinances for Commercial Rate Deposits

Meter Deposit/Service Fee: \$125—Deposit (owner/\$100 refundable when account closes)  
(circle one) \$200—Deposit (renter/\$175 refundable when account closes)

\$450—Irrigation meter + \$50 deposit

\$2,000—New 3/4" short tap, \$2,300 long tap

\$3,300—New 2" short tap, commercial \$125 deposit

\$3,800—New 2" long tap, commercial \$125 deposit

\*\* If you plan on installing an irrigation system you must install an irrigation meter

Bank Draft : If you would like to pay with Bank Draft please fill in the information below;

If yes: Routing #: \_\_\_\_\_ Account #: \_\_\_\_\_

I hereby grant to the Town of Oriental, its agents, employees and contractors a license to bill me for services and enter upon my property to read the meter or to service the Town's equipment and lines. It is understood the Town or its representatives shall enter upon the property only for operation and maintenance of the water system. I agree not to plant, install, construct or situate anything within the Town's rights-of-way or easements. I understand that the Town will restore grade, as close as possible, to the condition prior to any utility work performed and reseeding of the disturbed are. I agree to not alter the water lines without the express written consent of the Town. I agree to have any alterations inspected by a representative of the Town prior to the covering of the area where the alterations were made. I agree to pay for any damage done to Town equipment and lines by my representatives, contractors, tenants or myself. I understand that I may be subject to a monetary civil penalty for any breaking, damaging, destroying, uncovering, defacing or tampering with any structure, appurtenance or equipment which is part of the water system. I agree to notify the Town of any changes in ownership or tenancy.

The above information is correct to the best of my knowledge. I have received a copy of the billing procedures and policies.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

## BILLING & COLLECTION POLICIES

*This summary of customer service policies is based on Chapter K - Water Service of the Code of General Ordinances and may be viewed online at [www.townoforiental.com](http://www.townoforiental.com)*

**Change in Service:** Not less than 3 day's notice must be given in person or in writing, at the Town office to discontinue service or change occupancy, except for disconnection for nonpayment of bill as described in Article X, Sections 4, 5 and 6 in the General Ordinances.

**Payment Options:** You can pay your bill using cash, check, or money order. The easiest and simplest way is to set up an automatic bank draft so you never have to worry about forgetting a payment or finding a stamp.

**Starting or Stopping Automatic Bank Drafts:** Contact Town Hall to start or stop automatic bank drafts.

**Where to pay:** Send payments to Town of Oriental, PO Box 472, Oriental, NC 28571 or stop by the town hall (Mon-Thurs 8-4; Fri 8-3) to pay in person or you may put your payment in the drop box located beside the side door at the town hall.

**Due Date:** All bills are due by the 25<sup>th</sup> of the month and are considered past due if not paid by the 5<sup>th</sup> of the following month the bill is due. A late fee of \$15 will be assessed on unpaid bills on the 26<sup>th</sup> of the month.

**Disconnection of Service:** If the current amount due remains unpaid by the close of business on the 5<sup>th</sup> day of the month, disconnection of service will occur on the 6<sup>th</sup> day of the month and a \$50 reconnect fee will be assessed on the following month's bill after restoration of water service.

**Application of Partial Payment:** In the event payment is made in an amount less than the total due on a bill, any such amount shall be allocated to outstanding charges in the following order: trash, recycle, water and sewer.

**Returned Checks and Bank Drafts:** A \$25 fee will be charged to all returned checks or bank drafts.

**Deposits** - Interest is not paid on deposit money.

**Adjustments for Leaks:** Only one water adjustment may be applied for within any twelve month period.

**Billing Errors:** If you believe there is an error in your bill, contact Town Hall within 30 days. Your bill will be adjusted in full for clerical or computer errors.

**Appeal Billing Disputes:** If any customer disputes the correctness of the bill he/she shall have a right to a hearing at which time he/she may be represented in person and by counsel or any other person of his/her choosing, and may present orally or in writing his/her complaint and contentions to the Town Manager who shall be authorized to order that the customer's service not be discontinued and has the authority to make a final determination of the customer's complaint. All appeals must be submitted to the Town on or before the 20th day of the month for which the bill is due.

**Town Property:** Per NCGS 14-151, it is unlawful for any person to tamper with Town water meters. Should you require temporary disconnection of service for any reason, please contact the Town offices.

## IMPORTANT NOTICE

**The Town shall not be liable for damage of any kind whatsoever resulting from water or the use of water on the Consumer's property, or any damage done by or resulting from any defect in the piping, fixtures, or appliances of the Consumer's premises. The Town shall not be responsible for negligence of third persons or forces beyond the control of the Town resulting in any interruption of service.**

**In the event that any loss or damage to the property of the Town or any accident or injury to persons or property is caused by or results from the negligence or wrongful act of the Consumer, his agents, or employees, the cost of the necessary repairs or replacements shall be paid by the Consumer to the Town; and any liability otherwise resulting shall be assumed by the Consumer.**