

**RULES AND REGULATIONS  
OF THE  
HOKE COUNTY PUBLIC WORKS DEPARTMENT  
HOKE COUNTY, NORTH CAROLINA**

**Classification of Service**

All services are classified under one of three categories:

Residential- Includes all ¾” and 1” residential meters or meters sized by the department for residences.

Commercial- Includes all businesses regardless of meter size.

Multiple Unit Connections- Includes master metered apartments, condominiums, duplex, triplex, etc.

**II. Rate Schedule and Tap-On Fees**

(A) Rate Schedule

All customers will be billed at the rate currently in effect and approved by the Board of Commissioners of Hoke County. Said rate schedule is attached hereto as Appendix “A” and is incorporated herein by reference.

(B) Tap-On Fees

All customers will be charged the tap-on fee currently in effect at the time of application for water service. Tap-on fees are approved by the County Commissioners of Hoke County. Said tap-on fee schedule is attached hereto as Appendix “B” and is incorporated herein by reference.

(C) Commercial and Rental properties do not qualify for the exceptions and exemptions listed in Appendix A and B.

**III. Sprinkler Service for Fire Protection**

Connection to the system for service to sprinkler systems to provide fire protection may be secured upon application of the customer and upon payment of all charges involved in making the connection. For sprinkler connections to the system the customer shall pay annual charges based on the following schedule:

| <u>SIZE</u>                  | <u>ESTABLISHED FEE</u> |
|------------------------------|------------------------|
| 6 inch sprinkler connection  | \$250.00               |
| 8 inch sprinkler connection  | \$400.00               |
| 12 inch sprinkler connection | \$700.00               |

No service other than for fire protection shall be tapped on to or taken from a sprinkler system.

#### **IV. Multiple Unit Connections**

General practice dictates one meter per living unit and water is used for that unit only. Specifically,

Single Family Homes (One living unit per structure):

One meter per living unit.

Duplexes/Apartments (Two or more living units per structure):

One meter per living unit. Meters shall be placed closely together and each meter will represent a separate and individual account.

Subdivisions (Two or more residences within a developed project):

One meter per living unit. Plans must be submitted to the county for approval and must be shown to be compatible with the plans for the ultimate development of the County. (See section XIII-Extensions)

Mobile Home Parks:

Park owners have two options:

- a. Trailers will not be individually metered and billed. County will install a meter (size to be determined by Park Owner and Utilities Director) at street. County will read meter and bill accordingly. Park Owner will be responsible for lines, maintenance, and consumption on owner's side of the meter.
- b. Trailers may be individually metered and must follow the same criteria as subdivisions. See Section XIII-Extensions.

Multiple use of a meter will not be allowed except where a customer shall make a special application for permit for such installation and each such permit shall be subject to review and approval by the Utilities Director and the County Manager. The County reserves the right to size the meter for multiple unit connections.

Upon approval of a special permit for a multiple unit connection, the owner of the property shall assume full responsibility for all water passing through the metered connection and shall pay for it on the established rate schedule plus the fixed minimum rate per month for each unit connected to the meter beyond the initial or first unit connected thereto.

## **V. Application for Services**

Customers may make application for service in person at the Hoke County Water Department.

Service will be supplied only to those who provide proper documentation, pay all applicable fees, execute a Water User Agreement, and make the deposit required.

Hoke County may reject any application for service when the applicant is delinquent in payment of bills incurred for service previously supplied at any location. (All outstanding balances, including late fees and reconnect fees must be paid in full.)

Hoke County may reject any application for service not available under a standard rate or which may affect the supply of service to other customers or for other good and sufficient reasons, in such case the tap-on fee will be refunded.

## **VI. Deposit**

Effective February 4, 2005, all residential water only customers will be required to make a minimum cash deposit of \$100.00. All residential water and sewer customers will be required to make a minimum cash deposit of \$150.00.

Effective February 4, 2005, all commercial water only customers will be required to make a cash deposit equal to the value of three months estimated usage of water, but not less than \$100.00. Commercial water and sewer customers will be required to make a cash deposit equal to the value of three months estimated usage of water and sewer, but not less than \$150.00.

The individual, partnership and/or corporation in whose name the deposit is made shall be responsible for all bills incurred in connection with the service furnished.

The deposit shall be held in a trust account and the customer shall not be entitled to any interest earnings upon refund of the deposit.

A separate deposit is required for each meter installed. The deposit receipt is not negotiable and can be redeemed only at the County Office.

Upon request for refund, the applicant may be required to provide the deposit receipt properly endorsed. No refunds will be authorized without request for discontinuance of service and all bills are paid for consumption through date of discontinuance.

Relocation to a new property within the Hoke County Water and Sewer Service District by an existing customer shall not be considered a discontinuation of service. In the event of a re-location, a customer with a good credit history shall have his or her original deposit transferred to the new account. At that point the customer will be billed within the next billing cycle schedule established by the department and the bill will include both the bill representing the ending balance on the original account and the bill representing the balance on the new account.

In the event the customer relocates from a property with water service only to a property with water and sewer service the customer shall pay an additional \$50.00 sewer deposit. In the event a customer relocates from a property with water and sewer services to a property with water only, the department shall refund the portion of the deposit designated for sewer. In the event that a customer with a poor credit history and an outstanding overdue balance relocates, the customer will be required to pay the outstanding overdue balance and any additional deposits or fees established herein.

## **VII. Initial or Minimum Charge**

The initial or minimum charge, as provided in the rate schedule, shall be made for each meter installed, regardless of location. Each meter requires a separate account, and each account shall cover a separate and individual meter.

Water furnished for a given installation shall be used for that installation only. Each customer's service must be separately metered at a single delivery and metering point. Each commercial unit, and each share-room or stall used for businesses purposes shall have a separate meter.

All commercial use, including share-rooms and stalls for business purposes, shall be metered separately from any residential use, and vice-versa, whether now in service or to be installed in the future.

## **VIII. Meter Reading-Billing-Collecting**

Meters will be read and bills rendered as follows:

Meters will be read once per month and bills mailed once per month; but the County reserves the right to vary the dates or length of period covered, temporarily or permanently if necessary or desirable.

Bills for water will be figured in accordance with the County's published rate schedule then in effect and will be based on the amount consumed for the period by the meter readings.

Charge for service commences when meter is installed and the County's connection made, whether used or not. If not used, the customer will be charged the minimum rate for a period of twelve (12) months.

Readings from different meters will not be combined for billing, irrespective of the fact that said meters may be for the same or different premises, or for the same or different customer, or for the same or different services.

Bills are due when rendered and become delinquent 28 days thereafter, whereupon the late penalty currently in effect will be added to the account. If bill is not paid within 42 days from date rendered, the Water Department may discontinue service.

Failure to receive bills or notices shall not prevent such bills from becoming delinquent or relieve the consumer from payment.

**IX. Access to Premises**

Duly authorized agents of the County shall have access at all reasonable hours to the premises of the customer for the purpose of installing or removing County property, inspecting piping, reading or testing meters, or for any other purpose in connection with the County's service and facilities.

Each customer shall grant or convey or shall cause to be granted or conveyed to the County a perpetual easement and right of way across any property owned or controlled by the customer wherever said perpetual easement and right of way is necessary for the County water facilities and lines so as to be able to furnish service to the customer.

**X. Change of Occupancy**

Not less than three days' notice must be given in person or in writing at the Utilities Department to discontinue service for a change of occupancy.

The outgoing party shall be responsible for all water consumed up to the time of departure, or the time specified for departure, whichever period is longer.

**XI. Suspension of Service**

When services are discontinued and all bills are paid, the deposit will be refunded.

Upon discontinuance for non-payment of bills, the deposit will be applied by the County toward settlement of the account. Any balance will be refunded to the customer; but if the deposit is not sufficient to cover the bill, the County may proceed to collect the balance in the usual way provided by law for the collection of debts.

Service discontinued for non-payment of bills will be restored only after bills are paid in full, redeposit made, and a reconnect charge paid for each meter reconnected.

The County reserves the right to discontinue its service without notice for the following additional reasons:

- (a) To prevent fraud or abuse
- (b) Customer's willful disregard of County's rules
- (c) Emergency repairs
- (d) Insufficiency of supply due to circumstances beyond the County's control.
- (e) Legal procedures
- (f) Direction of public authorities
- (g) Strikes, riot, fire, flood, accident or any unavoidable cause.

The County may, in addition to prosecution by law under N.C.G.S. 14-151.1, permanently refuse service to any customer who tampers with a meter or other measuring device.

The County reserves the right to remove the meter from a discontinued service, requiring a complete reconnection with applicable tap-on fee.

## **XII. Complaints and Adjustments**

If the customer believes his bill to be in error, he shall present his claim, in person, at the Utilities Department, before the bill becomes delinquent.

Such claim if made after the bill has become delinquent shall not be effective in preventing discontinuance of service as heretofore provided. The customer may pay such bill under protest and said payment shall not prejudice his claim.

The customer is entitled to be heard by a designated County employee (at any time prior to termination of service) at a specified time and address if there is any question about the accuracy or legitimacy of the customer's meter readings or billing. **See Appendix "B" for the Adjustment Policy.**

If the customer is dissatisfied with the result of said hearing, the customer may inform the County Clerk of the customer's desire to appeal the matter to the Board of Commissioners, and the Clerk shall thereupon place the matter on the agenda of the next regular meeting.

The County will make special meter readings at the request of the customer for a "Special Meter Reading Fee" provided, however, that if such special reading discloses that the meter was over-read, no charge will be made.

Meters will be tested at the written request of the customer upon payment to the County of the actual cost to the County of making the test provided; however, that if the meter is found to over-register beyond five per centum (5%) of the correct volume, no charge will be made.

If the seal of a meter is broken by anyone other than the County's representative or if the meter fails to register correctly or is stopped for any cause, the customer shall pay an amount estimated from the record of his previous bills and/or from other proper data.

## **XIII. Extensions**

Hoke County will make extensions to the county water system under the following conditions:

- (1) Extensions will be allowed (or undertaken) after they are shown to conform to County standards and after the projected extension(s) are shown to be compatible with the plans for the ultimate development of the County.
- (2) Proposed extensions shall be designed to provide orderly growth of the County.
- (3) Proposed extensions must be determined to be feasible from the stand-

point of maintaining a self-supporting water system.

- (4) Extensions will be made by the County only when funds are available and then only upon the approval and direction of the Board of County Commissioners.
- (5) Extensions will be allowed by individuals, firms, partnerships at their expense or under an agreed upon shared cost with the County under the following conditions:
  - (a) County construction standards are met and plans approved by the Board of County Commissioners as set out under sub-articles 1, 2, and 3 above.
  - (b) All installations shall be made according to specifications of County, including line sizes and their location, grade, and materials, etc.
  - (c) All extensions will be designed and constructed in accordance with all applicable North Carolina state laws.
  - (d) All lines constructed and connected with the facilities of the County under these policies shall become the property of the County upon their completion and connection to the County system. The County shall have exclusive control of all such lines and will assume responsibility for maintenance, repair, and operation.

#### **XIV. Hoke County Responsibility and Liability**

Hoke County shall run a service line from its distribution line to the property line where the distribution line runs immediately adjacent and parallel to the property to be served, and for which a tap-on fee then in effect for each size of meter will be charged.

Hoke County reserves the right to require payment for any service line extending more than immediately adjacent and parallel from the main at the actual cost of installation of the added line; this in addition to the tap-on fee hereto specified. The County shall install its meter at the property or in a location mutually agreed upon with the owner.

When two or more meters are to be installed on the same property for different customers they shall be closely grouped and each clearly designated to which customer it applies.

The County does not assume the responsibility of inspecting the customer's piping or apparatus. County responsibility for maintenance ends at the meter.

Hoke County reserves the right to refuse service unless the customer's lines and/or piping are installed in such a manner that prevents cross-connection or backflow.

The County shall not be liable for damage of any kind whatsoever resulting from water or the use of water on the customer's premises, unless such damage results directly from negligence on the part of the County. The County shall not be responsible for negligence of third persons or forces beyond the control of the County resulting in any interruption of service, or from interruption of service to make repairs and/or other connections.

Under normal conditions, the customer will be notified of any anticipated interruption of service.

**XV. Customer's Responsibility**

Piping on the customer's premises must be arranged so that the connections are conveniently located with respect to the County's lines or mains.

If the customer's piping on customer premises is arranged so the County is required to provide additional meters, each place metered will be considered a separate and individual account.

Where a meter is placed on the premises of a customer by mutual agreement, a suitable place shall be provided and accessible at all times to a meter reader.

The customer shall furnish and maintain a pressure reducing valve on their side of the meter.

The customer shall furnish and maintain a private cutoff valve on their side of the meter; the County will provide likewise on its side of the meter.

The customer's piping and apparatus shall be installed and maintained by the customer at their expense in a safe and efficient manner in accordance with the County's rules and regulations and in full compliance with the sanitary regulations of the state.

The customer shall guarantee proper protection for the County's property placed on the customer's premises and shall permit access to it only by authorized representatives of the County.

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

The amount of such loss or damage or the cost of repairs shall be added to the customer's bill; and if not paid, services may be discontinued by the County.

**XVI. Prohibited Activities:**

A customer shall not:

- (1) Supply or sell water from the County's system to other persons or



- carry water away from any hydrant or other such public outlet;
- (2) Manipulate, tamper with, or harm in any manner whatsoever any water line, main, or appurtenance or any other part of the water system; per G.S. 14-151.1
  - (3) Tamper with the water meter so as to alter the true reading for the amount of water consumed; per G.S. 14-151.1
  - (4) Attach or cause to be attached any connection to the water line before the water meter; and
  - (5) Knowingly make any false statement, representation, or certification in any application, record, report, plan or other document filed or required to be maintained under the Rules and Regulations.

### **XVII. Abridgement or Modification of Rules**

No promise, agreement, or representation of any employee of the County shall be binding upon the Water Department except as it shall have been agreed upon in writing and signed and accepted by the County Board of Commissioners through proper governmental channels.

No modification of rates or any of the rules and regulations shall be made by any agent of the County. This can be done only by the Hoke County Board of Commissioners.

All prices included in these rules and regulations or their appendices are subject to change at any time, when deemed necessary, by action of the Hoke County Board of Commissioners.

### **XVIII. Notification and Connection**

Notification:

Hoke County will notify water users when the lines in their area have been accepted by the County and are available for service.

Connection:

After notification, a connection can be made between the structure and the meter. The Customer will be required to obtain a permit from the County Inspections Office. The County will then make a physical inspection of the connection and service line. Upon approval, the County will turn on the water connections between the meter and the water user's plumbing system. The user's plumbing system shall meet all applicable requirements of the State Building Code (as it relates to plumbing) including the use of 160-psi service line at a minimum. An approved cut-off valve shall be installed between the meter and the structure. Each user's existing well must be physically disconnected from the County system. State law prohibits the installation of water lines through a septic tank drain field or within ten feet of a septic tank. Water shall not be turned on by anyone

other than the County.

### **XIX. Property Protection**

When customers set service with Hoke County Public Works they agree to our policies. This agreement between Hoke County Public Works and the customer is necessary before activating services. Each service is a different agreement by policy. The responsibility of the customer by policy in brief is to pay for their billing in a timely manner and that the service(s) should have a protective device on it to protect the appliances and property of the customer.

The responsibility to install these devices is the customers.

- Water - Pressure control devices to prevent too much pressure from entering the plumbing lines. (There is a minimum pressure of 30 PSI but no maximum pressure supply.)
- Sewer - A back-water valve to be installed between the lateral tap of the sewer main connection and the house. This prevents a back-up of sewage in the home.

### **XX. Additional Requirements**

All additions to Hoke County infrastructure must meet the requirements set forth in:

1. Hoke County Subdivision Ordinance
2. Hoke County Water System Construction Specifications
3. Hoke County Water System Construction Special Provisions
4. Hoke County Sewer Construction Standards ( City of Raeford or PWC Standards as applicable)

**XXI. Adoption of Rules:**

Until further notice of the Board of Commissioners of the County of Hoke, the rules and regulations hereinabove set out, are hereby adopted as of the date hereof to become effective on and after \_\_\_\_\_.

COUNTY OF HOKE  
BOARD OF COMMISSIONERS

BY: \_\_\_\_\_  
James A. Leach  
Chairman

Attest:

\_\_\_\_\_  
Linda Revels  
Clerk to the Board

Revised: 6/02 2/11  
2/05 6/11  
2/07 7/12  
9/08 5/13  
1/09 1/14  
7/09  
7/10

## APPENDIX "A"

### **WATER RATE SCHEDULE**

#### RESIDENTIAL RATE

|                        |                          |
|------------------------|--------------------------|
| Fixed (Minimum) rate:  | \$ 9.25                  |
| 0-10,000 Gallons       | \$ 3.75 per 1000 Gallons |
| 10,001-20,000 Gallons  | \$ 5.25 per 1000 Gallons |
| Over 20,001 Gallons    | \$ 7.75 per 1000 Gallons |
| Rate Stabilization Fee | \$ 2.00                  |

#### COMMERCIAL RATE

|                        |         |
|------------------------|---------|
| Fixed (Minimum) rate:  | \$12.25 |
| Rate per 1000 Gallons: | \$ 4.45 |

#### MULTIPLE UNIT CONNECTIONS (Master metered)

Billed at the residential rate per unit connected to the meter. The flat rate shall include the first 2,000 gallons of water consumption, no sewer usage is included.

### **SEWER RATE SCHEDULE**

#### RESIDENTIAL RATE

|                                |         |
|--------------------------------|---------|
| Fixed (Minimum) rate:          | \$16.00 |
| Rate per 1000 Gallons:         | \$ 6.60 |
| Operations and Maintenance Fee | \$ 4.00 |

#### COMMERCIAL RATE

|                                |         |
|--------------------------------|---------|
| Fixed (Minimum) rate:          | \$17.64 |
| Rate per 1000 Gallons:         | \$ 4.90 |
| Operations and Maintenance Fee | \$ 4.00 |

#### **OTHER FEES**

|  |          |
|--|----------|
| Late Penalty   | \$ 5.00  |
| Activation/Transfer Fee<br>(One-time fee for creating new account or<br>Transferring service to another location)        | \$ 20.00 |
| Reconnect Fee- Business hours<br>(Administrative charge to re-establish service after<br>discontinuance for non-payment) | \$ 25.00 |

|  |   |
|--|---|
| After-Hours Reconnect Fee<br>(Available until 9:00 pm)   | \$ 75.00  |
| Special Meter Reading<br>(Performed at request of customer; no charge if initial reading was over-read)  | \$ 10.00  |
| Meter Verification Fee<br>(Meter removed and taken to testing facility;<br>performed at written request of customer;<br>no charge if meter over-registers by more than 5%) | \$ 50.00  |
| Flow Test  | \$ 50.00  |
| *Returned Check Fee  | \$ 25.00<br>+ Amount of check<br><b>CASH, CREDIT OR<br/>DEBIT CARD, MONEY<br/>ORDER OR CERTIFIED<br/>CHECK ONLY</b> |

### **TAP FEE SCHEDULE**

#### **TAP-ON FEES (To Include Irrigation)**

(1) Construction-Phase Rate:

The tap-on fee during the construction of the water distribution system will be as follows:

| <u>Meter Size</u> | <u>Established Fee</u> |
|-------------------|------------------------|
| ¾ inch            | \$50.00                |
| 1 inch            | \$100.00               |
| Larger than 1"    | Standard Rate          |

(2) Future Services:

Customers not wishing an immediate connection to the water system, but who wish to take advantage of the discounted tap-on fees available during the construction phase may sign up for a “future service” tap at the following rates:

| <u>Meter Size</u> | <u>Established Fee</u> |
|-------------------|------------------------|
| ¾ inch            | \$150.00               |
| 1 inch            | \$250.00               |

Larger than 1"

Standard Rate

Future Service rates apply only during the construction phase of the distribution system.

With a "Future Service" tap, a meter is not installed until requested by the customer. No monthly billing until meter installed.

(3) Water Laterals

|                         |         |
|-------------------------|---------|
| 1"                      | \$1,390 |
| 2"                      | \$1,425 |
| 2" meter vault          | \$1,345 |
| 1" split(new)           | \$ 305  |
| 1" split(existing poly) | \$ 420  |
| 1" split(existing cop.) | \$ 425  |
| 2" split                | \$1,760 |

For sizes larger than 2", cost shall be fixed at total cost of labor and materials for installation plus 12% of system overhead.

(4) Sewer Laterals

|            |         |
|------------|---------|
| 4" lateral | \$1,775 |
| 6" lateral | \$1,960 |

Exception: In an effort to assist LMI (Low to Moderate Income) property Owners, who are and have been established in the community, connect to the Hoke County Water System the Board of Commissioners offer the following Exception: Residents of Hoke County who owned a home 5 years prior to the placement of a county water main adjacent to their property shall have the tap fee reduced to \$200 ( 3/4" tap only, does not include irrigation meters). This exception shall apply only to Water Improvement Phases I-IV.

(5) Facilities Investment Fees - Residential and Commercial

| Size of Meter | Water   | Sewer   |
|---------------|---------|---------|
| 5/8"          | \$ 540  | \$1,200 |
| 1"            | \$1,350 | \$3,000 |
| 1 1/2"        | \$2,700 | \$6,000 |
| 2"            | \$4,320 | \$9,600 |

(6) Main Extension Charges:

|                |   |         |
|----------------|---|---------|
| Residential    | 3/4" & 1" water                                 | \$1,580 |
|                | 4" sewer  | \$2,950 |
| Nonresidential |   |         |
|                | Water - \$17.60 per front ft. (minimum \$1,580) |         |

Sewer - \$32.80 per front ft. (minimum \$2,950)

**Effective 07/01/2009 – FIF's will be charged to all new water users to include irrigation services**

FIF's are based on cost per gal per day of capacity of \$1.77 for water and \$6.00 for sewer. The formula uses a meter capacity ratio of 1 for 5/8" meter, 2.5 for 1" meter, 5.0 for 1 1/2" meter and 8.0 for 2" meter. The calculation assumes peak water usage of 303.2 gpd and sewer at 200 gpd. For meters greater than 2 inches, the FIF will be calculated for each new customer based on estimated water usage applied to the cost per gallon per day of capacity at \$1.77 for water and \$6.00 for sewer.

Multi-family W&S FIF to be calculated using 45% of 5/8" meter.

FIF for residential irrigation meters will be computed at 30% of a 1" meter (\$405).

In addition to the standard water FIF for new subdivision development less than fifty (50) lots where well dedication or payment in lieu of is not applicable and for non-residential development where well dedication or payment in lieu of is not applicable, the Water FIF is increased by \$.70 per gallon per day of anticipated daily flow requirements to offset such demand on capacity.

Unless otherwise agreed by Hoke County Utility Department, flow requirements used to determine water and sewer FIFs for water meter sizes greater than 2" shall be based on an engineering estimate or at Hoke County's option, as set forth in NC DENR public water supply design criteria as applicable to the development type at the time of such request. Regardless of which approach is used in determining anticipated demand, Hoke County reserves the right after 12 months of actual usage to conduct an engineering analysis based on actual data. If the actual usage is more or less than 10% of the original engineer's estimate, an adjustment will be made to the FIF due.

**Effective February 5, 2007 the following are exempt from the FIF Fee**

1. Gift Deed Lots as defined within the Hoke County Sub-division Ordinance.
2. The combination or recombination of portions of previously sub-divided and recorded lots where the total number of lots is not increased and the resultant lots are equal to or exceed the standards of the county sub-division ordinance and where no street right-of-way dedication is involved.
3. The division of a land into parcels greater than 10 acres where no street right-of-way Dedication is involved.
4. The division of a tract in single ownership whose entire area is no greater than 2 acres into no more than 3 lots, where no street right-of-way dedication is involved.

5. Existing lots, not sub-divided, bordered by a Hoke County Water System main.

## **BILLING POLICY**

In order to insure that all customers have a thorough understanding of our policies and procedures for water billing and collections, the Utilities Department has prepared the following information. A complete set of the Rules and Regulations for the Utilities Department is available upon request.

### **Billing Cycles**

The County is divided into sections and these make up billing cycles.  
Billing Cycle 10 includes the Northeastern portion of Hoke County;  
Billing Cycle 15 includes Westgate  
Billing Cycle 20 includes the McDougald Downs/Colonial Charters area.  
Billing Cycle 30 includes the Western portion of Hoke County; and  
Billing Cycle 40 includes the Southern portion of Hoke County;  
Billing Cycle 50 includes Raeford Fields.

### **Meter Reading**

Meter reading dates for each section are as follows:  
Meters are read for Cycle 10 on or about the last day of each month.  
Meters are read for Cycle 15 on or about the last day of each month.  
Meters are read for Cycle 20 on or about the fourth day of each month.  
Meters are read for Cycle 30 on or about the ninth day of each month.  
Meters are read for Cycle 40 on or about the nineteenth day of each month.  
Meters are read for Cycle 50 on or about the twenty-sixth day of each month.

### **Billing**

Bills are calculated and mailed as soon as possible after meters are read. Billing dates for each cycle are as follows:

|                  |                              |
|------------------|------------------------------|
| Billing Cycle 10 | Billed on the first          |
| Billing Cycle 15 | Billed on the third          |
| Billing Cycle 20 | Billed on the fifth          |
| Billing Cycle 30 | Billed on the tenth          |
| Billing Cycle 40 | Billed on the twentieth      |
| Billing Cycle 50 | Billed on the twenty-seventh |

The Utilities Department reserves the right to vary billing dates as needed. You should always receive your bill within seven days of the billing date. For example, Cycle 10 customers should receive their bills no later than the seventh of the month. If you do not receive your bill, please call the Utilities Department. We will verify your address and tell you how much you owe. If you desire a duplicate bill, we will mail one to you.



Please make sure that we have your correct address, so that you will receive your bill in a timely manner. *Failure to receive your bill will not prevent such bill from becoming delinquent.*

### **Payments**

Remit payments to the Utilities Department, located in the Old National Guard Armory building at 423 E. Central Avenue in Raeford. You may pay in the office, or you may mail your payment to **P.O. Box 1500, Raeford, NC 28376**. Paying by phone with Visa or MasterCard is also available through our IVR automated system by calling (877) 885-7968. A night deposit box, located in front of the Old Armory building, is available for after-hours payments only. We cannot be responsible for cash left in the night deposit box; therefore, please leave only checks or money orders in the box. Payments left in the night deposit box will be posted on the next business day.

All returned checks are subject to a \$25.00 collection charge.

### **Late Fees**

If payment is not received within **28 days of the billing date**, which is shown on your bill, we will add a \$5.00 late fee to your account.

### **Cutoffs**

Service will be disconnected if payment of your bill is not received in the Utilities Department office within **42 days of the billing date**. It is not our policy to call customers prior to disconnection of service. In order to maintain fairness to all our customers, we cannot give extensions on bills.

The cutoff list will be generated at 5:01 pm on the day prior to disconnection. If your account is on the cutoff list you will be charged a \$25.00 non-payment fee in addition to the total amount due shown on your bill. This non-payment fee applies to all accounts shown on the cutoff list. Reconnects after hours are available from 5:00 pm until 9:00 pm for a fee of \$75.00.

### **Questions**

If you have any questions regarding billing or service, please call the Utilities Department staff at (910) 875-6704 or (800) 618-2426. For after-hours emergencies, call the Hoke County Emergency Communications Center at (910) 875-2135 and have them page the on-call person for the Utilities Department.

## **APPENDIX "B"**

### **Adjustment Policy:**

#### **Purpose:**

Circumstance may arise where high water consumption occurs due to events beyond a customer's control. Upon a customer's request, Hoke County Public Works will review the facts and consider a billing adjustment on a case-by case basis. Adjustments are limited to one occurrence in a twelve month period per customer account or location. Adjustment requests shall be submitted to the Public Works management staff at 423 East Central Avenue, Raeford NC 28376. Adjustments shall be made as follows:

To qualify:

1. The customer must have been out of town at the time of the leak or the leak must not have been readily evident to a reasonable person (ex.: underground [excluding irrigation], inside a wall or concealed location, crawlspace.).
2. Basic facility fees (flat rate, O&M rider, RSF) still apply.
3. Proper documentation that the leak has been repaired or corrected must accompany the adjustment request (receipt for parts, contractors invoice, etc.).
4. Water only customers- The water consumption must be greater than 200% of the customers previous three month average.
5. Water/Sewer customers- The water consumption must be greater than 200% of the customers previous three month average. Only sewer charges where the water consumption is proven to not have entered the sanitary sewer system will be adjusted. Swimming Pools- When not prohibited by water restrictions, the sewer charges, if applicable, will be adjusted to the historical average, but not more than the volume of the pool.

Calculation:

If the conditions above are met, the bill will be reduced to 200% of the average consumption plus 1/3 of the overage. Example: When a customer has an average consumption of 5,000gal and because of a qualifying leak has a consumption of 13,000gal, the bill will be calculated at 200% of 5,000gal = 10,000gal + 1,000gal (1/3 of 3000) = 11,000gal adjusted bill. The adjusted amount over 200% will be billed at the lowest tiered rate.

Other adjustments:

The utilities management staff, at their discretion, shall be authorized to adjust late fees and penalties for customers who are in good standing and have no history of late payments or disconnects.

Adjustments to commercial accounts:

Adjustments must be approved by the Board of Commissioners.

Exclusions:

Adjustments will not be made for water loss associated with irrigation systems. Adjustments will apply to no more than 2 consecutive billing cycles. Premises left abandoned or vacated without reasonable care for the plumbing system. Homes under construction or renovation.

**IMPORTANT NOTE:** A large leak may cost a customer thousands of dollars, whereas a smaller leak may be less than a \$100. A leak adjustment may be requested only once within a 12 month period. If you request an adjustment for any size leak, you will be ineligible for another adjustment for the next 12 months regardless of the size of the future leak.