TOWN OF RIVER BEND
45 Shoreline Drive
River Bend, NC 28562
T 252.638.3870
F 252.638.2580
www.riverbendnc.org

Following is the new citizen packet that is given to new residents who open a utility account with the town.

It contains helpful information/schedules for some of the most basic town and/or Craven County services and it addresses some of the most common FAQ's.

It is just a basic introduction for new residents. It does not cover every potential topic/issue/service.

After reading it, if you have any specific questions, please call Town Hall and we will try to answer them or direct you to the appropriate place for an answer.

Thanks, and welcome to River Bend !

Town of River Bend
Water Resources Department
Summary

The ***Water Resources Policy Manual*** has been updated and is available at the Town Hall, on the Town's web site www.riverbendnc.org, or an electronic copy may be requested via email waterresources@riverbendnc.org. **This notice provides key information from the Policy Manual and is not intended as a substitute for the Manual.**

Office and Service Hours

- The Water Resources Office is located at 45 Shoreline Drive. Office hours are 8 a.m. to 4 p.m. Monday through Friday, except for municipal holidays. Please contact our office, 638-3540, for problems that occur after regular business hours. You will be provided with a pager number to call and the on-call operator will return your call as soon as possible.

Deposits and Rate Schedule

- The Town Council reviews rates each year during the budget process. The rates are included in a Fee Schedule adopted annually with the Budget Ordinance and set forth the charges to be used for customer billing purposes.
- Deposits must be paid in cash or by credit card through a third party provider.
- A deposit equal to three (3) months of the applicable base rate(s) will be required for any customer who refuses to provide a valid social security number.
- A deposit equal to $150 (water & sewer) or $50 (water only) will be required for any customer who establishes a utility account and is not the owner of the property.
- A deposit equal to $150 (water & sewer) or $50 (water only) will be required for any customer, including owner occupied addresses, if the service is involuntarily terminated for nonpayment, meter tampering, or other reasons more than twice in any twelve month period.
- Deposits will be refunded promptly and automatically when service is voluntarily discontinued and all bills are paid. All outstanding amounts on the final bill will be deducted from the deposit amount.
- The deposit will not be refunded if the customer has another account with a past due balance. The remaining credit on the account will be transferred to another account with a balance.
- Refunds will not be issued for deposit balances less than $3.

Bi-Monthly Billing Cycle

- Bi-monthly bills are mailed out no later than the 10th of the month – January, March, May, July, September and November (odd-numbered months).
- Any accounts with an outstanding balance at 4pm on the 30th day following the bill date will be assessed a 10% late payment fee. A second notice including the late payment fee will be mailed the following day.
- A third notice will not be mailed. The Department may attempt to contact you via phone using our automated notification system to alert you of the upcoming disconnection for nonpayment on account.
- Any accounts with an outstanding balance, not including the late payment fee, at 4pm on the 45th day following the bill date will have services disconnected and their account will be assessed the nonpayment fee.
- No service will be reconnected between the hours of 4pm and 7am.
- Additional charges will be imposed against any customer who reconnects the customer's own meter.
- Failure to receive a bill or failure of the delivery of payment does not exempt the customer from payment responsibility or from being charged any late payment or nonpayment fees.

Application of Payments and Payment Options

- Partial payment of balances due on a customer's account shall be applied in the following order:
  1. Charges & fees – such as, but not limited to, late payment fees, nonpayment fees, and charges resulting from damage to Department equipment and/or property.
  2. Sewer service charges (if applicable)
  3. Water service charges
- Payment via Drop-Box – A drop-box is located in the center island of the Town Hall parking lot for check and money order payments. Any payments placed in this box after 4pm will be posted the next business day.
- Direct Bank Draft – Customers can complete the Enrollment form and attach a voided check to have their bank account drafted each billing cycle.
- On-line or by Phone – Customers may pay with credit card, debit card or electronic check through ACI Payments, INC. Payments may be made through ACI Payments using their secure website or interactive voice response phone system. ACI Payments will charge a separate convenience fee for credit card payments and E-Check payments. These fees will show up as a separate charge on your credit card or bank statement. Visit their web site,
  www.officialpayments.com, or call 1.800.272.9829. You will need your account number and River Bend's jurisdiction number 3963.
  Another option to pay your bill is through WIPP. This payment feature also assesses a convenience fee-2.95% for credit cards and $1.50 for e-check payments. You will need your utility account number and your utility account number PIN. You can find that information on your billing statement. To access WIPP, please visit our website: www.riverbendnc.org and click on "Make a Payment". WIPP is listed under the Quick Links section of that page.

Denial of Services

- Service will be denied to any applicant who is indebted to the Town for service previously furnished at any address in the Town. Service will also be denied if any member of the household has an outstanding account with the Town.
- Service will be denied to an applicant requesting service at an address where the owner of those premises is delinquent in paying the account at that address.
- The property owner will be required to be the contracting utility customer after two (2) defaults on utility fee payments at a rental property. A payment default occurs when a utility customer is indebted to the Town after all deposits and payments are applied in the established timeframe.

Request for Termination of Service

- The utility account holder will need to contact the Department with the location, date service is to be disconnected, and the forwarding mailing address for the final bill.
- Base charges will be pro-rated to the day of disconnection and billed along with consumption charges and any other amounts due.

ENTERPRISE FUNDS
effective July 1, 2024

Water and Sewer - Rates and Fees

	Water	Sewer
Class 1 and 2 – Residential [1]		
Customer Base Charge per month [2]	15.24	24.18
Usage per 1,000 gallons	-	9.30
Usage 0-4,000 gallons	4.22	-
Usage 4,001-20,000 gallons	4.50	-
Usage 20,001+ gallons	4.55	-
Initial Connection (Tap) charge [3]	1,250.00	1,250.00
Nonpayment Fee	70.00	-
Class 3 and 4 - Commercial		
Customer Base Charge per month [2]	88.32	141.99
Usage per 1,000 gallons	4.22	9.30
Initial Connection (Tap) charge [3]	3,500.00	1,250.00
Nonpayment Fee	100.00	-
Class 5 - Industrial		
Customer Base Charge per month [2]	276.24	444.93
Usage per 1,000 gallons	4.22	9.30
Initial Connection (Tap) charge [3]	5,000.00	1,250.00
Nonpayment Fee	200.00	-
Class 6 - Early Bird (No longer available)		
Class 7 - Fire Hydrant Charge		
Availability Charge per year	183.00	-
Class 8 - 1" Water Service		
Customer Base Charge per month [2]	30.90	49.43
Usage per 1,000 gallons	4.22	9.30
Initial Connection (Tap) charge [3]	1,500.00	1,250.00
Nonpayment Fee	100.00	-
Class 9 - Vacant /Out of Use Non-residential Property		
Customer Base Charge per month [2]	15.24	24.18
Usage per 1,000 gallons	4.22	9.30
Nonpayment Fee	70.00	-
Class 10 - Vacant Residences		
Customer Base Charge per month [2]	15.24	-
Nonpayment Fee	70.00	-

Special Charges

Service Call - 2 hour minimum	$35 per hour - signed by customer to initiate work outside of scheduled work hours of 7:00 a.m. - 4:00 p.m. on weekdays and 7:00 a.m. – 3:00 p.m. on weekends
Meter Testing Charge	$25 - no charge if meter defective
Returned Check Processing Charge	$25, as allowed by G.S. §25-3-506
Late Payment Charge	10% of amount overdue per month or part of month beginning 30 days after billing date
Irrigation Meter[4]	Actual cost of irrigation meter and fittings
Irrigation Connection Inspection	$20

[1] Residential customer deposit may apply. Please refer to Water Resources Department Policy Manual.

[2] Base charges do not include any usage.

[3] The published Initial Connection (Tap) charges are based on the historic River Bend average cost that has been experienced in making connections. There will be cases when, because of the local depth of the service main pipe to which the connection is to be made, or other site specific differences from the norm, the published connection fee will not cover the actual cost of the tap. When the Water Resources Superintendent encounters such conditions, he shall notify the applicant requesting the tap that the cost may exceed the published fee. In those cases, a record of cost associated with the specific tap will be accounted for and if the total cost exceeds the published fee, then the applicant shall pay a fee equal to the actual cost. Initial connection charges are based upon the size of the meter and charged as shown in the appropriate Class above.

[4] The necessary equipment will be provided to the resident at cost. The resident is responsible for installing the irrigation meter on the resident's side of the regular water meter. After installation, the work will be inspected by a Water Resources Department employee.

TOWN OF RIVER BEND
Water Resources Department
45 Shoreline Drive, New Bern, NC 28562-8970
Phone (252)638-3540 Fax (252)638-2580
E-mail: waterresources@riverbendnc.org

Town of River Bend Water Resources Department bills on a **bi-monthly** basis. Payments are due within 30 days of the billing date. Late fees (per rate schedule) are assessed 30 days after billing date on any balance due. Billing dates are approximately the 10th of the month, due dates are 30 days later.

Disconnection of service will occur 45 days after billing date if payment is not received. A $70.00 nonpayment fee will be assessed against all accounts for nonpayment of utility bills. All charges are due before service will be restored. Any bills left unpaid in excess of 45 days will be turned over to a collection agency for collection processing.

When the Town of River Bend is notified of a discontinuation of service by the customer, a final bill is issued and is due 10 days after billing date. No disconnection of service charge is assessed for advance notice.

An estimated bill is illustrated below for informational purposes only. Individual usage of water may vary. For a residence with two people, average usage can be between 8,000 - 10,000 gallons in a 2 month billing cycle.

	Usage	Water only	Water & Sewer
Water	8,000	34.88 (4.22 x 4; 4.50 x 4)	34.88 (4.22 x 4; 4.50 x 4)
Sewer	8,000	-------	74.40 (9.30 x 8)
Base		30.48 (15.24 x 2 months)	78.84 (15.24+24.18) x 2 months
Total		65.36	188.12

For proper crediting of your payments, please include your account number on your check or money order.

If you have any questions or comments, please contact me at the number indicated above for the Water Resources Department.

COMMON VIOLATIONS AND TIPS

While Code Enforcement inspects for and enforces many codes and ordinances, the following are the most common violations reported.

Building Maintenance
Siding, shingles, and other exterior parts must be in good repair. Interior walls, ceilings, floors, and other structures must be in sound condition.

Vehicles
Motor vehicles shall be parked, stored, or otherwise located on an improved parking area only and not in the grass in the front yard area. Major recreational equipment, trailers, and commercial vehicles shall be parked or stored behind the front line of the main building of the property. Junk vehicles (any vehicle that does not display a current license plate, is partially dismantled or wrecked, is more than 5 years old and worth less than $100, or cannot be self-propelled in the matter originally intended) must be kept within a fully enclosed building or structure, or otherwise shielded or screened from view.

Signs
Placement of signs is not allowed in the right-of-way or medians within the Town of River Bend.

Open Storage
Equipment, materials, or furnishings that would ordinarily not be used outdoors may not be stored outdoors.

Fences
All fences require a permit; fencing cannot be more than 6 feet tall and must be kept in good repair.

Swimming Pools
In-ground and above-ground pools require a permit; in-ground pools must be enclosed by a permitted fence at least 4 feet high with self-closing or self-latching devices on gates or doors.

Junk, Trash & Debris
Such items are prohibited from being left in the yard and must be disposed of properly. Trash and recycling containers must be stored out of view between collections and should not be placed by the road earlier than 1 day before the scheduled day of pickup.

Offensive Growth
Any untended growth of grasses and weeds in excess of 12 inches of height is a public nuisance violation.

REPORT AN ISSUE

You can report a violation by calling the Zoning/Code Enforcement Administrator at 252-638-3870 x 216 or by emailing zoning@riverbendnc.org

DID YOU KNOW?

Some common issues that are NOT handled through Code Enforcement:

TREE REMOVAL SERVICES
(contact a local certified arborist)

STREET LIGHT REPAIR & OUTAGES
(contact Duke Energy Progress at 800-452-2777)

PROPERTY LINE DETERMINATONS / DISPUTES
(contact a licensed surveyor)

FIRE SAFETY
call Rhems Volunteer Fire Department at 252-637-3365

EMERGENCY
life safety issues call 911

The complete Town Charter and Code of Ordinances may be found at www.riverbendnc.org/ordinances

Where does the water come from?

Our water system withdraws from the Castle Hayne aquifer through three wells with a combined capacity of 925,000 gallons per day. Two elevated storage tanks with a total capacity of 400,000 gallons ensure a consistent supply and adequate pressure throughout the system.

The water in the Castle Hayne aquifer, while plentiful, requires treatment to remove iron and manganese. Using pH adjustment, pressure filters and adding chlorine, our operators ensure that clean water is ready for our customers to use.

Water is transmitted to nearly 1,500 households through 19 miles of pipe ranging in size from two to 8 inches in diameter. In addition to providing water for consumption, our system also stands ready in the event of fire. There are 110 hydrants located throughout the system in order to give the fire department ample access to water for their work.

Our water system is regulated by the State who grants us a permit to operate. In accordance with state standards, water samples are tested at an independent laboratory for bacteria and other harmful contaminants. Each customer receives a copy of our annual report showing the results of our testing.

Where does the waste go?

The Town of River Bend owns and operates a Wastewater Treatment and Collection system serving approximately 915 households and businesses. Wastewater is collected from our customers and transmitted via approximately 11 miles gravity and force main pipes. Eight lift stations pressurize portions of the system so the waste is efficiently moved to our treatment facility on Gull Pointe Drive.

The North Carolina Department of Water Quality (DWQ) administers federal and state regulations designed to protect the quality of the receiving waters. Part of this administration is the issuance of permits for treatment facilities like the one we have here in River Bend. Our treatment plant has a permitted capacity of 330,000 gallons per day and discharges treated effluent to the Trent River. We take weekly samples of our effluent to test for chemical and nutrient content to ensure our plant is operating effectively and we are within the limits established by DWQ. In the summer months, we also sample river water up and downstream from our discharge point to determine what, if any, impact we are having upon the Trent River.

If you are not served by the Town's wastewater system, your waste goes to a septic tank. Be sure to refer to other publications from the Town regarding caring for this important asset.

Town of River Bend

Water Resources

45 Shoreline Drive
River Bend, NC 28562

Phone: 252-638-3540
Fax: 252-638-2580

Do you have a Water Leak?

Leak Detection & Water Conservation

You Can Make a Difference

According to SaveWaterNC.org residential water use accounts for 56 percent of all water used in North Carolina. What we all do in our homes can make a big difference in conserving this valuable resource.

In the United States, a single family household is estimated to use approximately 100 gallons of water per person per day, of which about 70 gallons are for indoor use. However, the amount of water each household actually uses can vary according to factors such as age and efficiency of plumbing fixtures and appliances, family size and household income.

According to the Craven County Water Conservation Initiative here is the amount of water these routine activities use:

Activity	Gallons Used
Shower	20—50 (5-10 per minute)
Bath	36 (full)
Toilet Flush	5-7 (old) 1.6 (new)
Tooth Brushing	2 (tap running)
Hand Washing	2 (tap running)
Shaving	3-5 (tap running)
Dish Washing	20 (tap running)
Dishwasher	10 –15 (full cycle)
Clothes Washer	30-60 (full cycle)
Outdoor Watering	5-10 per minute

Want more conservation tips? Visit these websites for more information.

From the State of North Carolina:

www.savewaternc.org

From Craven County:

www.water-lessmeansmore.com

Be a Leak Detective

In most households, according to SaveWaterNC.org, more than 75% of entire water usage is in the bathroom, and this is also the source of many leaks.

Your toilet can be the culprit. Many leaks in the toilet cannot be heard, but still account for hundreds of gallons of wasted water each day. Here is what you can do to check your toilets for leaks:

⇒ Remove the cover from the tank and listen. If you hear a hissing sound, or trickle you may have a leak.

⇒ Put 5-8 drops of food coloring in the tank, or two toilet dye tablets, and wait for approximately 20 minutes. If during this time the color starts to get into the bowl of the toilet, there is a leak. Usually this is just a leaky "flapper valve" that can be easily repaired.

⇒ While you have the lid off the tank, check to see how far the water level is below the top of the overflow pipe. It should be approximately ½" below the top of the pipe. If it is too high, water can flow from the tank to the drain, wasting water.

You should also check all your plumbing fixtures, including outside hose bibs and irrigation systems for leaks. Even a small drip or leak can account for hundreds of gallons of wasted water.

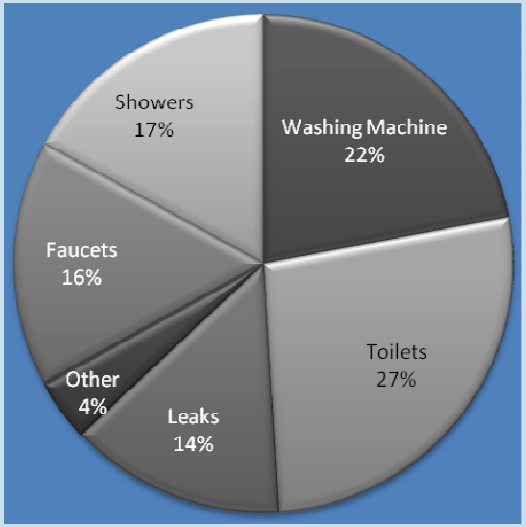
While an underground leak in the soil here in River Bend might not be obvious, look for clues such as soggy spots in your lawn, or patches of greener grass or grass that grows faster than other parts of your lawn.

Water softeners, water heaters and water filters may also have water level floats or other valves that can stick open. If you suspect that one of these is not functioning properly and causing excess water use, turn it off and call a plumber or other service professional.

If you suspect you have a leak in the line that serves your house, contact the Water Resources office for advice on how to be more sure before you contact a plumber.

Where does the water go?

According to SaveWaterNC.org a typical household will use their indoor water as shown below:



Craven County Curbside Collection Program

REFUSE

Residents of the City of New Bern and the Towns of Vanceboro, Dover, Havelock and Bridgeton receive Refuse service from each respective municipality. Please call your City or Town Hall for information:

City of New Bern……. (252) 639-7501
Town of Vanceboro…….. (252) 244-0919
Town of Dover……. (252) 523-9610
City of Havelock……. (252) 444-6404

Craven County offers a volume-based, Pay As You Throw (PAYT) solid waste management program. With a PAYT program you only pay for the amount of Refuse you generate. The more you reduce your Refuse by practicing the 3 R's (Reduce, Reuse and Recycle), the less you pay. Residents served by Craven County's program may use the following options:

REFUSE OPTIONS

☑ Place stickers on your Refuse

Trash needs to be placed out for collection before 7:00 a.m. on your scheduled collection day. If your collection day falls on a holiday observed by this program your trash will be picked up the following day. Observed holidays include, but are not limited to, Thanksgiving Day, Christmas Day and New Year's Day. Check out our web page or call the Solid Waste office for more information.

$ Stickers cost $3.00 each. They may be purchased at a sticker outlet or ordered by mail.

Sticker Guidelines

ï up to 33 gallons/ = 1 sticker
not more than 50 lbs.

ï 34 to 64 gallons/ = 2 stickers
not more than 100 lbs.

ï 65 to 90 gallons/ = 3 stickers
not more than 150 lbs.

Refuse Contractor has from 7:00 am till 7:00 pm, on day of collection, to service refuse container.

OR

☑ Have subscription service with your private hauler.

$ Call your private hauler for his fee schedule. Your private hauler will be responsible for billing and collection of fees.

Refuse Options in Craven County

PRIVATE HAULER

Waste Industries GFL
(252) 638-1366
OR

☑ Dispose of your Refuse at the Tuscarora landfill.
$ Charged by weight.
Call (252) 633-6771 or (252) 633-1564 for the current rate.

Electronics Recycling

Residents can take computer equipment and televisions to the Monettes Convenience Site. Look for signage towards the back of the property for disposal.

Mobile Electronics Trailer visits each of the other sites twice a year, as follows:

January & July---------Vanceboro Site
February & August----Highway 101 Site
March & September--Sanders Land Site
April & October--------Croatan Site
May & November------Ft. Barnwell Site
June & December-----Bridgeton Site

PAINT EXCHANGE

Bring us your unwanted cans of paint (NO LEAD BASED PAINT PLEASE). The paint will be categorized and offered free of charge to the public. The paint is accepted at all sites but is distributed at the Bridgeton Convenience Center. The Paint Exchange is open from Easter through the weekend after Thanksgiving. This schedule is subject to change based on seasonal temperatures. Check out our web page or call to verify opening and closing dates.

How To Dispose Of:

Diabetic syringes—Put used syringes inside a heavy plastic container, such as a bleach bottle. Once full close tightly and mark the outside clearly and dispose of in your Refuse can.
Tires----Must be off the rim, take to the Landfill, free of charge, just a form to fill out.

FOR MORE INFORMATION CALL

(252) 636-6659

www.cravencountync.gov

CONVENIENCE SITES

The following items are accepted:
☑ Mixed Recyclables
☑ Corrugated Cardboard
☑ Mixed Paper-(no kitchen or bathroom paper products)
☑ Scrap Metal
☑ Yard Waste-limbs no longer than 6' and 6" in diameter
☑ Motor Oil
☑ Lead Acid Batteries
☑ Bulky Waste
☑ Construction & Demolition Material (NO WOODEN PALLETS)
☑ Bagged household Refuse with the appropriate stickers
☑ Used Oil Filter
☑ Antifreeze in disposable container
☑ Carpet & Padding

We accept mixed recyclables (items collected in your green recycling bin) at the convenience centers. Some separation may be required.

The Convenience Sites are for Craven County RESIDENCES only.

- **NO CONTRACTORS.**
- **NO trucks larger than a regular size pick up truck.**
- **NO tandom (double) axle trailers.**
- **NO trailers that are longer 10 feet.**

Hours of Operation

Tuesday, Thursday & Saturday
7:00 a.m. - 6:30 p.m.
Sunday 1:00 p.m. - 6:30 p.m.
Citizens must be unloaded and off premises by 6:20pm

Fort Barnwell
205 Belltown Road, Fort Barnwell

Croatan
7240 Hwy 70 East, New Bern

Hwy. 55 East
605 Hwy 55 East, Bridgeton

Hwy. 101
3405 Hwy 101, Havelock

Sanders Lane
121 Sanders Lane, New Bern

Monette's
4001 Old Cherry Pt Rd, New Bern

Vanceboro
246 Bailey Lane, Vanceboro

Craven County Curbside Collection Program

Accepted Items

- ☑ Aluminum cans
- ☑ Clear, Green & Brown Glass
- ☑ #1 (PETE) Clear Plastic
- ☑ #2 (HDPE) Natural Plastic EXCEPT MOTOR OIL & PESTICIDE CONTAINERS
- ☑ Mixed Paper- Newspaper w/ inserts, junk mail, cereal boxes wo/ plastic insert, magazines w/ stapled binding. NO kitchen or bathroom paper products
- ☑ Corrugated Cardboard (Cut down to no larger than 2' x 3')
- ☑ Steel (tin) Cans

An annual fee of $60 is charged to residential dwelling units and small (hand commercial) businesses. The fee is placed on the annual property tax bill.

Helpful Hints

Empty & rinse all cans, bottles and containers. They don't have to be spotless but clean containers help eliminate odor and mess from your storage space.

Remove lids from plastic bottles before recycling.

It is not necessary to remove labels.

Steel can lids should be put in the empty can. All other lids & caps are not accepted in the recycling bin.

Step on your plastic containers. Flattened plastic takes up less space in your recycling bin.

Recyclables need to be placed out for collection before 7:00 a.m. on your scheduled collection day. If your collection day falls on a holiday observed by this program your recyclables will be picked up the following day. Observed holidays include Thanksgiving Day, Christmas Day and New Year's Day. Visit our web page or call this office for confirmation of any schedule changes. Recycling Contractor has from 7:00 am till 7:00 pm, on day of collection, to service recycle carts.

Electronics Recycling

Residents can take computer equipment and televisions to the Monettes Convenience Site. Look for signage towards the back of the property for disposal.
Mobile Electronics Trailer visits each of the other sites twice a year, as follows:

January & July---------Vanceboro Site
February & August----Highway 101 Site
March & September--Sanders Land Site
April & October--------Croatan Site
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June & December-----Bridgeton Site

PAINT EXCHANGE

Bring us your unwanted cans of paint (NO LEAD BASED PAINT PLEASE). The paint will be categorized and offered free of charge to the public. The paint is accepted at all sites but is distributed at the Bridgeton Convenience Center. The Paint Exchange is open from Easter through the weekend after Thanksgiving. This schedule is subject to change based on seasonal temperatures. Check out our web page or call to verify opening and closing dates.

Recyclables will be collected curbside in your 95 gallon recycling cart. Only accepted material inside the cart will be collected. Anything outside the cart WILL NOT be collected. Extra items can be taken to any of the seven (7) convenience sites. Cart placement should be at least 10 feet from mail boxes, vehicles, street lights and electrical posts. Container opening should be facing the street with handles and wheels facing your home.

Waste Industries GFL
(252) 638-1366

FOR MORE INFORMATION CALL

(252) 636-6659

www.cravencountync.gov

CONVENIENCE CENTERS

The following items are accepted:

- ☑ Mixed Recyclables
- ☑ Corrugated Cardboard
- ☑ Mixed Paper-no kitchen or bathroom paper products
- ☑ Scrap Metal
- ☑ Yard Waste (limbs cut to 6' lengths & stumps no larger than 6" diameter)
- ☑ Motor Oil
- ☑ Lead Acid Batteries
- ☑ Bulky Waste-Mattresses
- ☑ Construction & Demolition Material (NO WOODEN PALLETS)
- ☑ Bagged household garbage with the appropriate stickers
- ☑ Used Oil Filters
- ☑ Antifreeze in disposable container
- ☑ Carpet & Padding

We accept mixed recyclables (items collected in your recycling cart) at the convenience centers. Some separation may be required.

The Convenience Sites are for Craven County RESIDENCES only.

- NO CONTRACTORS.
- NO trucks larger than a regular size pick up truck.
- NO tandom (double) axle trailers.
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Croatan
7240 Hwy 70 East, New Bern

Hwy. 55 East
605 Hwy 55 East, Bridgeton

Hwy. 101
3405 Hwy 101, Havelock

Sanders Lane
121 Sanders Lane, New Bern

Monette's
4001 Old Cherry Pt Rd, New Bern

Vanceboro
246 Bailey Lane, Vanceboro

RECYCLE

RIVER BEND - GREEN FRIDAY

2024-2025 RECYCLING COLLECTION SCHEDULE

Thank you for being a GFL Environmental customer! We wanted to provide you with an annual collection schedule for the 2024-25 year. The calendar below is marked with your area's collection dates. You'll notice that if your collection falls on a holiday, pickup will occur on the following day. **Please have your recyclables at the curb by 6:00 a.m.**

We would also like to reassure you that the safety of our customers, their families, and our employees remains our number one priority. In the event of inclement weather, your schedule may be altered. Please visit us online to track inclement weather alerts at https://gflenv.com/inclementweatheralert/.

The Following Holidays Could Affect Your Service Date:

- January 1 - New Year's Day
- November 28 - Thanksgiving Day
- December 25 - Christmas Day

*Collection services will be delayed by ONE day during the holiday week, beginning the date of the holiday.

You can also view your collection schedule online at www.cravenrecycles.com.

= M - F (Red Week) = M - F (Blue Week) = M - F (Green Week) = M - F (Yellow Week) = Holiday

JULY 2024

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

AUGUST 2024

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

SEPTEMBER 2024

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

OCTOBER 2024

S	M	T	W	T	F	S
		1	2	3	4	5
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20	21	22	23	24	25	26
27	28	29	30	31		

NOVEMBER 2024

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DECEMBER 2024

S	M	T	W	T	F	S
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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

JANUARY 2025

S	M	T	W	T	F	S
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5	6	7	8	9	10	11
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FEBRUARY 2025

S	M	T	W	T	F	S
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2	3	4	5	6	7	8
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MARCH 2025

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30	31					

APRIL 2025

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MAY 2025

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JUNE 2025

S	M	T	W	T	F	S
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8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

DON'T TANGLE OR CONTAMINATE

RECYCLE MORE

FOR A GREENER STATE

PLASTIC

Bottles, tubs, jugs and jars

No pumps

Empty and rinse

METAL

All cans

Empty and rinse

GLASS

Bottles and jars

Empty and rinse

PAPER

Paper, cartons and cardboard

Flatten cardboard

KEEP THESE OUT!

All Batteries (car, lithium, etc.)
Aerosal Cans
Aluminum Foil
Ceramic Items
Clothing or Textiles**
Diapers
Electronics**
Food-tainted Items
Hazardous Waste
Household Glass
Medical Waste
Plastic Bags/Wrap*
Scrap Metal/Wood**
Styrofoam/Peanuts
Tanglers (Cords, Hoses, Wires, etc.)
Tires**
Toys

* Take clean and dry plastic bags and wrap back to the grocery store.

** These items may be able to be taken to a convenience center or other facility that will recycle them. Call your local recycling agency to find out how.

SONOCO
RECYCLING

Town of River Bend – Leaf & Limb Schedule 2024-2025

Zone 1 Placement | Zone 1 Pickup Begins | Zone 2 Placement | Zone 2 Pickup Begins

You **MUST** have your debris by the road **BEFORE** "pickup begins" date for your zone, but not more than 5 days before.

July 2024

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	(15)	16	17	18	19	20
21	(22)	23	24	25	26	27
28	29	30	31			

August 2024

S	M	T	W	T	F	S
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4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

NO PICKUP

September 2024

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	(9)	10	11	12	13	14
15	(16)	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

October 2024

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20	21	22	23	24	25	26
27	28	29	30	31		

NO PICKUP

November 2024

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10	(11)	12	13	14	15	16
17	(18)	19	20	21	22	23
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December 2024

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29	30	31				

January 2025

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19	(20)	21	22	23	24	25
26	27	28	29	30	31	

February 2025

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NO PICKUP

March 2025

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16	(17)	18	19	20	21	22
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30	31					

April 2025

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NO PICKUP

May 2025

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June 2025

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29	30					

NO PICKUP

All leaf & limb debris must be the result of natural defoliation or minor trimming and must observe the following criteria:

1. Maximum diameter of limbs is three inches (3") and maximum length is six feet (6').
2. Place all material in a pile at the roadside with butt ends towards the street in a flat area away from mailboxes, driveway tiles, water meters and any other utility equipment.
3. Leaves and grass clippings must **NOT** be bagged. Bagged material will **NOT** be collected. Limbs must be kept separate from leaves and grass clippings. Leaves and grass clippings may be collected by a vacuum. The vacuum cannot accept limbs. Any leaf or grass clipping piles that also contain limbs will **NOT** be collected.
4. Leaf & limb material shall **NOT** be placed at the roadside more than five (5) days prior to the "pickup begins" date as shown on the schedule above (dates are circled).
5. Pickup shall be done once per street per scheduled pickup week. Any leaf & limb material placed on the roadside after that section of the street has been cleaned shall be the responsibility of the property owner to clear immediately (within 5 days).
6. Pickups will be provided to residential properties within the corporate Town limits only. Leaf & limb pickup shall not be provided for debris left by a contractor, including general yard maintenance contractors working on a resident's property.
7. Leaf & limb is defined as leaves, grass clippings, pinecones, and small tree and shrub limbs. It does not include construction material of any kind, trimmings from lot clearing, or tree trunks. The Town does not collect brown or white goods, metal, furniture, or construction debris.
8. All debris placed upon the public right of way must be placed off the paved portion of the street and must be placed in the right of way immediately adjacent to the property from which it originates. Debris may be placed in the right of way immediately adjacent to the property of others only with the express permission of the owner of the property.
9. Violation of these rules may subject violators to remedies described in the Town of River Bend Code of Ordinances, Section 1.01.999 General Penalty. See section 9.02.030 for complete rules.

Approved 5/9/24

STREET	NUM
Ashley Place	19
Bayswater Court	7
Baywood Court	12
Bluff Court	6
Boatswain	34
Bowline	40
Brentwood Court	15
Canebrake Drive	1
Captains Cove	35
Carriage House Court	22
Channel Run	32
Clipper Court	45
Commander Circle	39
Compass Court	51
Courtney Lane	5
Esquire Court	24
Gentry Cove	16
Gull Pointe	48
Harbour Walk	28
Ketch Court	50
Knotline Road	46
Lantern Lane	41
Lauren Court	4
Lochbridge	8
Margo Court	3
Mariners Court	44
Masters Court Drive	17
Mulberry Lane	18
Nautical Drive	47
New Hampshire Lane	9
O'Hara Drive	20
Oakleaf Court	14
Parkwood Court	11
Pier Point	27
Pier Point IV	26
Pillory Circle	21
Pilot Place	43
Portside Lane	33
Quarterdeck 1-30	29
Quarterdeck 31-178	30
Raft Road	36
Sailors Court	31
Seafarers Court	42
Sextant Court	37
Starboard Drive	38
Stillwater Court	2
Teakwood Drive	49
Virginia Court	10
Wakefield Drive	25
Westchester Drive	23
Willowbrook Court	13

TOWN OF RIVER BEND
45 Shoreline Drive
River Bend, NC 28562
T 252.638.3870
F 252.638.2580
www.riverbendnc.org

Animal Registration

All cats and dogs must be registered and licensed with the Town annually. Registration begins the first business day in January and continues through March 31. Any newly acquired cats and dogs must be registered at the time of acquisition or when the animal reaches four months of age. Residents must present a current rabies vaccination certificate at the time of registration. Cats and dogs must wear the Town registration tag at all times. The registration fee is $10 per pet.

Town ordinances require all animals to be under the supervision and constraint of their owners. Animals running at large are not permitted.

Town ordinances require owners to pick up after their pets. Failure to pick up pet waste may result in a citation and fine.

Dog Park

River Bend has a dog park for the enjoyment of our canine residents. Pet owners who don't have fenced yards can allow their dogs supervised off-leash exercise. There are separate runs for large and small dogs. Rules of park usage apply and can be obtained at Town Hall.

Dog Park Rules

- Hours: Sunrise to Sunset
- Users enter at their own risk
- Handlers are responsible for any injuries or damages caused by dogs they bring into the park
- Dogs must have a valid license and/or rabies tag.
- Dogs must be leashed when entering and exiting the Dog Park.
- Maximum of three dogs per handler.
- Small dog area is reserved for dogs up to 25 pounds. (Small dogs are also allowed in large dog area, but large dogs are not allowed in small dog area).
- For the safety of your dog(s) and other park visitors, choke, prong (pinch) and spike collars are strictly prohibited. If you use these types of collars, remove them before entering the dog park.
- No Children under the age of 16 are permitted unless accompanied by an adult. Children have a tendency to scream and run when excited, which can trigger a dog's prey drive or natural instinct to chase. For this reason and for the safety of your children, we do not recommend bringing small children and infants into the dog park.
- Aggressive dogs are not permitted on the premises. Dogs must be removed at the first sign of aggression.
- Female dogs in heat are prohibited from entering the park.
- Sick dogs, or dogs with parasites (worms, ticks, fleas, etc.) are not allowed in the park.
- Dog owners must be in the area of the park and within view of their dogs at all times.
- All off-leash dogs must be under voice control of their owners. If you cannot control your dog off leash, keep your pet leashed at all times.
- Dog owners must keep their leash in hand at all times.
- Please do not bring dog food or human food into the park and please, no smoking in the park.
- Owners must clean up dog feces. Seal waste in the provided plastic bags before disposing in designated receptacle.
- Fill any holes your dog digs.
- Proof of a current rabies vaccination and license is required upon request of a police or animal control officer. Tags may serve as proof.
- Failure to abide by the park rules may result in loss of privileges and/ or owners may be ticketed.

Please report any violations to the River Bend Police Department at 638-1108.

WILDWOOD STORAGE

The Town of River Bend owns and operates a mini and outdoor storage facility which is available for lease on a month-to-month basis. We have outdoor rental spaces for storing trailers, boats, motor homes, and campers. We also have indoor storage units of various sizes. These units are not heated, but electricity is provided.

If you have any questions, or wish to inquire about renting a unit, you may contact Allison McCollum at 252-638-3870 extension 216.

TOWN OF RIVER BEND

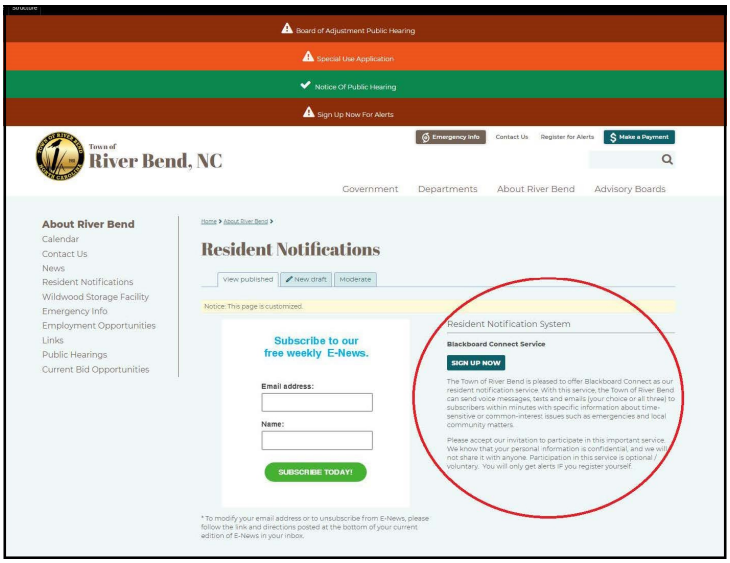
45 Shoreline Drive, River Bend, NC 28562-8970
Phone (252)638-3540 Fax (252)638-2580
www.riverbendnc.org

The Town of River Bend is pleased to announce the launch of the Blackboard Connect service, our new resident notification system. With this service, the Town of River Bend can send personalized voice messages to residents/businesses within minutes with specific information about time-sensitive or common-interest issues such as emergencies and local community matters. The Connect service will be used to supplement our current communication plans and augment public safety/first responder services.

Please accept our invitation to participate in this great service. We know that your personal information is important, and rest assured that we will not share it with anyone.

To sign up, please go to the Town's website, www.riverbendnc.org, and click on links as shown below.

You must have an email address in order to participate in this service.



Town of River Bend

Town News delivered to Your e-mail inbox!

It's Easy to Sign-up

Choose one of these three easy methods:

*Visit our Website www.riverbendnc.org

*Stop in at Town Hall and ask to be signed up

*Scan the QR Code with your smartphone

When you sign up, you will receive an e-mail asking you to confirm and you will begin to receive notices as they are sent.

You can unsubscribe anytime by following the link at the bottom of messages you receive from us.

You will receive:

- Information about upcoming events
- Information about Town Services
- Important Alerts
  Community Surveys

You will not get commercial or political advertising, or other junk e-mail.

This is a preliminary schedule. Please refer to the due date printed on your billing statement.

Months Billed For:	Date Water Bills Will Be Mailed:	Due Date: 10% Late Fee Assessed after 4 PM	Last Day to Pay to Avoid Disconnection & $70 Nonpayment Fee
November/December 2024	January 10, 2025	Feb 10, 2025, by 4 PM	Feb 24, 2025, by 4 PM
January/February 2025	March 7, 2025	April 7, 2025, by 4 PM	April 21, 2025, by 4 PM
March/April 2025	May 9, 2025	June 9, 2025, by 4 PM	June 23, 2025, by 4 PM
May/June 2025	July 10, 2025	August 11, 2025, by 4 PM	August 25, 2025, by 4 PM
July/August 2025	September 5, 2025	October 6, 2025, by 4 PM	October 20, 2025, by 4 PM
September/October 2025	November 7, 2025	December 8, 2025, by 4 PM	December 22, 2025, by 4 PM

Bi-monthly bills are mailed out no later than the 10th day of the billing month. —January, March, May, July, September, and November (odd-numbered months). A bill is past due if not paid by 4:00 p.m. on the 30th day following the bill date. A 10% late payment fee will be assessed on all past due accounts, and a second notice including the late payment fee will be mailed the following day. The late payment fee shall be waived upon request from a customer who has been a customer for at least 12 billing cycles, and made all payments for service on time for the past 12 billing cycles (24 months) and had no instances of attempting a transaction with insufficient funds within the same time period. This waiver shall only be applied if the remaining balance is paid in full prior to the date service is scheduled to be disconnected for nonpayment.

Water Resources Department Policy Manual

TOWN OF RIVER BEND, NORTH CAROLINA

Table of Contents

Section 1 - River Bend Water Resources Department

A. Establishment 3

B. Authority 3
C. Office and Service Hours 3
D. Continuity of Service 4
E. Scope 4
F. Application of Policies 4
G. Customer Request for Policies 5
H. Privacy 5

Section 2 - Rights and Responsibilities

A. Customer Responsibility 5
B. Customer Rights 6
C. Municipal Responsibility 6
D. Municipality's Rights 7

Section 3. - Establishing Service

A. Connecting to the System 8
B. Service to Existing Connections 9
C. Service to Commercial and Industrial Accounts 9
D. Time and Place of Application 10
E. Time of Connection 10
F. Out-of-Town Connection Requests 10
G. Temporary Turn-on at Permanent Dwellings 10
H. Estate Account 10
I. Customer Responsibility for Piping 11
J. Prior Debts 11
K. Deposits 11
L. Future Deposits 11
M. Refunding of Deposits 12

Section 4 - Rates and Fees

A. Customer Classes 12
B. Rate Setting 13

Section 5 - Billing for Service

A. Billing Cycle 13
B. Meter Reading 13
C. Application of Payments and Payment Options 14
D. Billing Adjustments 14
E. Service Changes 15

F. Billing Changes....15
G. Address Changes....16
H. Transfer of Existing Customer To New River Bend Location....16
I. 1998 Water System Expansion....16
J. Class 7 Customers Transferring To Class 1 or 2....16

Section 6 – Discontinuing Service

A. Closing a Utility Account....16
B. Forced Closing of a Utility Account....17
C. Termination of Service....17
D. Customer's Rights Prior to Discontinuance of Service....17
E. Involuntary Discontinuance of Service....18
F. Disconnection for Prior Debts....19
G. Reconnections....19

Section 7 - Operational Policies

A. Meter Testing....19
B. Responsibility for Leakage....19
C. Damage to Plants and Shrubs....20
D. Tampering With Water and Sewer System Equipment....21
E. Damage to Department Equipment....21
F. After Hours Service Calls....21
G. Swimming Pool Filling....21
H. Irrigation Water Meters....22
I. Vacant Residences....22
J. Bad Check Processing....23
K. Debt Collection....23

Section 8 – Relevant Town Ordinances

§ 5.01.002 Rates....24
§ 5.01.003 Use of Water and Sewer Funds....24
§ 5.01.004 Cost Accounting....24
§ 5.01.005 Budget Preparation....25
§ 5.01.007 Connection to Water Supply and/or Sewage Disposal Systems....25
§ 15.01.101 Water and Sewerage Systems (*from the subdivision* ordinance)....25
§ 15.02.066 Water Supply and Sewage Disposal....25

Appendix – Service and Information Forms

Current Rate Schedule....27
Service Application for Tenant....29
Service Application for Owner....30
Third Party Notification Application....31
Direct Bank Draft and Official Payments....32
Bank Draft Enrollment Form....33

The policies and procedures contained in this document are intended to define the relationship between the customer of water and/or wastewater services and the Town of River Bend. These policies are, by delivery to a customer, made part of the contract for service entered into by the customer. By contracting for service, the customer acknowledges the applicability of these policies and procedures and agrees to abide by them.

Section 1 - River Bend Water Resources Department

A. Establishment

The Town of River Bend (Town) owns and operates water and wastewater utilities in accordance with applicable State and Federal regulatory requirements and under permits issued by the State of North Carolina. These rules and regulations, as amended from time to time, are adopted by the Town Council of the Town to govern the relationship between the Town and its water and sewer customers.

The Water Resources Department (hereinafter referred to as Department) is operated as a Town Department as authorized in Title V of the Town Code of the Town of River Bend. Operational authority of the Department rests with the Town Manager while the Council retains governing authority of the utilities. The terms Department and Town may be used interchangeably in this document.

B. Authority

The enactment of standard utility policies requires the approval of the Town Council. As fee schedules, rates and other specific policies are updated; it will be the responsibility of the Town Manager or designee to make sure the policy manual is revised.

The Town Manager is authorized as the hearing or grievance officer for customers. As such, the Manager is authorized to hear concerns and complaints, settle disagreements, and reconnect any customer disconnected for nonpayment or other reason while the concern is investigated, if that official deems necessary. Hearings are addressed in Section 6, Discontinuing Service.

All grievances should be heard and addressed by the Town Manager prior to an item appearing before the Town Council.

C. Office and Service Hours

The Town of River Bend Water Resources Office is located in the Town Hall at 45 Shoreline Drive.

The office is open from 8 a.m. to 4 p.m. Monday through Friday. Routine and regular service work will be performed from 7 a.m. to 4 p.m. Monday through Friday and 7 a.m. to 2 p.m. Saturday and Sunday, except for municipal holidays. Service work for unusual conditions may be arranged at other times upon request at a pre-arranged fee.

A 24-hour drop box is available for customer’s convenience in the parking lot of Town Hall.

Payments made at the drop box after 4 p.m. are posted the next business day.
Emergency restoration work is performed 24 hours a day, seven days a week. Please call us at 638-3540 for emergency service. For afterhours emergencies, please call 252-464-4328 and enter your call back phone number when prompted. If you do not hear back from the on-call operator within 15 minutes, call the River Bend Police non-emergency number at 638-1108 (or select option 1 when you call the town's main number at 638-3870).

D. Continuity of Service

All reasonable efforts are made to assure continuity of services to customers. Notice is given by posting signs, by mass calling using the Town's emergency notification system, or by personal contact of predicable interruptions to services resulting from systems maintenance operations or repairs. The Department may suspend water and sewer services as a result of accidents requiring major repairs, loss of the water supply, public health emergencies, at the direction of the courts or public authorities or as a result of strikes, riots, war, fire, flood or other disasters.

E. Scope

This Manual is not meant to be all-inclusive but offers direction and guidance for the Town Manager and employees of the Town.

The intent of these policies is to provide the customer, and the employees of the Town a helpful guide with uniform procedures for providing utility service. The Town desires to treat its citizens in a fair and nondiscriminatory manner while recognizing that each customer has distinct needs and requirements.

Employees of the Town have been empowered and well trained to use these policies to deliver high quality service to customers. Employees are expected to deal with each decision with empathy and understanding, listening carefully to the needs and requirements of individual customers. Ultimately, the Town Manager is the final authority on these policies. However, every customer has the right to appeal any decision before the Town Council.

These policies are not meant as a substitute for personal initiative on the part of employees. It will serve as a guide for reasonable response to customer needs while meeting the requirements of good business practices on the part of the Town.

F. Application of Policies

These policies apply to every customer or applicant for utility service and they may be revised, amended, supplemented, or otherwise changed from time to time by action of the Town Council. Customers are encouraged to seek answers to any questions by calling the Water Resources Office.

Although the Town uses its good faith effort to see that utilities are delivered safely, the Town is not responsible for any damage caused by turning on or off utility services.

G. Customer Request for Policies

Customers may obtain a copy of the Town's policies at the Department's office or on the Town's website. Customers may also request a verbal explanation of the Department's policies.

H. Privacy

Our application/agreement requests that the potential customer provide their social security number. We request this number to verify identity, perform a credit check and collect delinquent balances once a customer vacates a property. There is no statutory or other authority requiring any customer to provide a social security number.

Customer billing data is not considered public information. The Town will ensure that customer information, including billing data, is adequately safeguarded against unauthorized use as required by Section 18.01 of the River Bend Code of Ordinances.

Section 2 - Rights and Responsibilities

The customer and the Town have unique rights and responsibilities in connection with utility service. These responsibilities and rights are detailed throughout this Manual, some of which are summarized here.

A. Customer Responsibility

1. To establish credit in one of these ways:
   a. Provide proof of ownership of the property to which service will be provided.
   b. Pay a utility deposit in accordance with the policies herein described.

2. Allow Water Resources Department personnel unobstructed access to property to set up and maintain service.

3. Pay bills by the Due Date shown on each bi-monthly bill. The customer must notify the Town before the normal due date if (a) a bill has not been received or (b) questions concerning the amount of the bill (either too much or too little). **Failure to receive a bill or failure of the delivery of payment does not exempt the customer from payment responsibility or from being charged any late penalties**.

4. Notify the Water Resources Office, through an application form, of the identity of other persons (i.e. relatives or power of attorney) a customer would like to receive duplicate billing, notice of service interruption for nonpayment of bills, or other information.

5. Notify the Water Resources Office if there is someone in the household who is either chronically or seriously ill, disabled, or on a life support system. This may require verification from a doctor that the utility is necessary to sustain life. The customer has the responsibility to carefully handle the customer's account so that service will not be interrupted for failure to pay. With the medical alert designation, the Water Resources Office will make a good faith effort to

make personal contact with the customer or member of the customer's household before service is terminated.

6. Notify the Water Resources Office of questions or complaints about service.
7. Be aware of and provide unobstructed access to property owned by the Town at the customer's home/business and safeguard it.

8. Install, maintain, and repair plumbing in the home/business that conforms to all applicable laws, rules, and regulations. If the Town deems the property cannot receive service in a safe manner, service will not be connected until the problems are remedied.

9. The Town provides utility service for the sole use and convenience of the premises under contract. The customer will ensure that utility service is not given or resold to anyone, including a neighbor. Violation of this policy will be cause for immediate disconnection of service. (See Section 5 – Discontinuing Service)

10. The customer is responsible for ensuring that the Town has accurate address, billing and contact information for the customer. If any such information changes after the original application, the customer must notify the Town of the changes.

11. In the event of a payment issue involving a bank or third party, the customer is responsible for addressing/resolving any payment/banking issues with the banking institution or payment vendor that they utilize. An error by the bank or vendor does not exempt the customer from any fees. The Town does not negotiate with banks or vendors on behalf of a customer. A late payment made by a bank or vendor will be recognized as a late payment from the customer. If a fee has been assessed due a banking/vendor error, the customer should seek relief or reimbursement for any fee from the bank/vendor, not the Town.

B. Customer Rights

1. A customer has a right to request that the customer's deposit be refunded, if made, when the customer discontinues service from the Town, or becomes the owner of the property.

2. The customer has a right to request, free of charge, historic billing and usage information. If a utility department employee cannot find any reason for usage changes, the customer may request one free meter test. The customer has a right to the results of this test.

3. The customer has a right to request a review of any complaint according to the Town's grievance procedure.

C. Municipal Responsibility

1. Refund the customer's deposit if conditions are met.

2. Give written notice on a regular bill and a separate second notice at least 7 days before service

is interrupted for failure to pay. The notice will explain the reason for disconnection, when service will be eligible for disconnection, and explain how the customer can avoid service interruption. The notice will respect a customer's right to privacy regarding publication of debt.

3. Do not disconnect for nonpayment during extreme weather conditions, as determined by Town Manager or their designee.

4. Do not disconnect for nonpayment on a Friday, on a weekend, or on a municipal holiday.

5. Provide and explain rate schedules, how meters are read, and other additional, reasonable information.

6. Respond to questions or complaints from customers. The Town may not agree with the complaint but pledges prompt, courteous, and honest answers.

7. Provide historic billing and usage information when requested by the customer.

8. Provide water usage and conservation information.

D. Municipality Rights

1. Obtain unobstructed access to the Department's equipment and utility facilities. If unobstructed access is not permitted, then services will not be connected until free access is available.

2. To require proof of residency in the form of rent receipts or lease agreements, etc. prior to the establishment of service. Service will not be established if any member of the household has an outstanding account with the Town.

3. To receive notice of changes in address, status of utility service, or problems with utility service.

4. To receive timely payment for services delivered to customers.

5. The appropriate department of the Town is allowed to take action in court or as otherwise permitted by law regarding equipment tampering or financial delinquencies.

6. The Town may disconnect services and remove its apparatus from the premise for violation of any Department regulations; i.e., nonpayment of any portion of a bill regardless of the service which the bill or portion thereof represents, or false information on the application of services. (See Section 6 – Discontinuing Service)

7. The Department requires that charges for all services presented on the bill be paid in full prior to the reconnection of services to a location. This will include additional fees such as, but not limited to, nonpayment fees and/or deposits.

8. The Town is not responsible for any damage caused by turning on or turning off utility services.

Section 3. - Establishing Service

A. Connecting to the System

New customers who want to connect or are required by Town Ordinance (15.01.101 and 15.02.066) to connect to the water and sewer systems may apply for the desired services as follows:

1. New customers may apply for service where the necessary water distribution and sewer collection pipes exist beneath or adjacent to streets abutting the property. Such new customers will be required to complete a Service Application acknowledging responsibility for payment of bills, pay the Initial Connection (Tap) Fee, and pay, if applicable, the Capital Investment Fee (CIF) charge set forth in the Rate Schedule, or Class 7 Customers may request water service to property where an Early Bird Special payment was made.

2. If service is requested where the necessary water distribution and sewer collection pipes DO NOT exist beneath or adjacent to streets abutting the property the owner/developer of said property shall be responsible for the cost of extending service to the property.

3. The Town owns and operates a potable water system (WS) and wastewater treatment plant (WWTP). The WS produces, treats and distributes potable water to users. The WWTP receives, processes and treats raw sewer conveyed to it from the town's sewer collection system and then discharges it to the receiving stream. Both of these systems are licensed and regulated by the State of North Carolina. Both the WS and the WWTP have limited capacity. An application for water and/or sewer service must be submitted to the Town and approved by the Town prior to any new water and/or sewer customer being connected to the Town's systems.

Once the application is submitted to the town, the Public Works Director will review the application and determine if the Town's system(s) have the capability and capacity to provide the requested service. The Public Works Director will consider what impact approving the service request will have on the operation, performance and/or reserve capacity of the Town's systems. The permit limits, system capabilities, and the state's formula for estimating flow and use, along with any other data relative to the operation of the systems, may be used as a guide in making this determination. No service or line extension shall be connected to the Town's system without approval by the Town's Public Works Director. Additionally, when an extension of either system is requested, the customer may be required to submit additional data to indicate the amount of use associated with the proposed application. Extensions that will be connected of the Town's systems may be subject to approval by the State of North Carolina. If extensions are required, the customer shall provide all data necessary to complete the state application process and pay all costs associated with submitting the application. The applicant shall also pay for any engineering review that the Town requires in order to consider the application.

Any application for service that will require a single or multiple service connections (such as a residential subdivision, business development, planned development, industrial or commercial operation, etc.) wherein such services are estimated to utilize more than 20% of the Town's reserve

water production capacity or reserve sewer treatment capacity must also be approved by the Town Manager. Any application for service that is estimated to utilize more than 35% of the Town's reserve capacity of either system must be approved by the Town Council. If the system that is being requested to be used is operating at 80% or more of its permitted capacity at the time of application, or if approval of the application would result in the system reaching at least 80% of its permitted capacity, no service shall be connected to the Town's system without approval of the Town Council. The Town reserves the right to limit the total number of water and/or sewer service connections made to the Town's system as a part of any multi-lot development. The number of permitted connections will be determined by the Town Council.

If connections are limited by the town based on estimated current flow data and/or current reserve capacity and either of those variables change in the future, then the applicant may apply for additional services or extensions based on actual flows and/or changes in reserve capacity. However, no application for additional services may be submitted for a previously approved project within 6 months following completion of the approved project. This 6-month waiting period will be used to establish data on actual flows of the completed project.

Any permitted project not started within 180 days of permit issuance may be subject to revocation and required to re-apply. Any project that requires allocation of water or sewer reserve capacity, which is not completed within 3 years of issuance of the permit, shall forfeit any connections and reserves allocated to them for the unfinished portion of the project. The applicant may, within 6 months prior to expiration of the 3-year term, request an extension of no more than 1 year to complete the project. If after the expiration of the 3-year term or any extension thereof, the project is not completed, the applicant may submit a new request for enough allocation to complete the unfinished portion of the project. For example, if a project was originally approved for 200 sewer connections to serve 200 homes and was allocated 72,000 gallons per day of sewer use, and after 3 years, only 100 homes have been constructed, then the applicant, having only completed 50% of the project, would forfeit 50% of the originally approved sewer connections (100 connections) and 50% of the originally approved sewer allocation (36,000 gallons per day).

For the purpose of determining the Town's reserve capacity, the average daily usage of the applicable system, as published in the Town's monthly financial report, for the immediate 12-month period prior to submission of the application, will be compared to the Town's permitted capacity to determine reserve capacity (example: permitted capacity of system minus previous 12-month average daily use = reserve capacity).

B. Service to Existing Connections

Service may be provided to existing connections upon the completion of a Service Application available at the Department's office or on the Town's website. This application form may be submitted in person, via mail, or via facsimile. However, in order to verify identity, a government issued identification document (driver's license, passport, state identification card, military identification card, etc.) is required to be presented in person.

C. Service to Commercial and Industrial Accounts

Accounts established for non-residential service will require a Federal Tax ID number and a

signature by a duly authorized representative of a business entity. For a business not operated by a recognized legal entity the account will be listed in the name of a responsible person (owner, manager, etc.). That person accepts the personal responsibility for payment of the account and must notify the Department of any changes in ownership.

D. Time and Place of Application

Customers may request utility service at the River Bend Town Hall during regular business hours (M-F 8:00 a.m. – 4:00 p.m.).

E. Time of Connection

The Department will strive to meet each customer's needs for connection of service. Normal connection will be made in a timely manner during regular work hours. The Department reserves the right to inspect the premises prior to connection to determine if utility service can be received at the premise in a safe manner.

Water customers who request connection or reconnection of water service shall have a representative present in the residence when service is established to ascertain that damage is not being caused by water in the resident's water system as the connection is re-established. The Town shall not have liability in such instances.

F. Out-of-Town Connection Requests

If a customer wants to obtain service prior to arrival in the Town, the Department may provide the requested service and mail, fax, or email a Service Application and Water Resources Policies Manual to the customer. Mailed information shall include acknowledgment of the establishment of service and an application for services for the customer to sign. However, in order to verify identity, a government issued identification document (driver's license, passport, state identification card, military identification card, etc.) is required to be presented in person. The customer should also be notified of any required deposit and fees and should pay those fees within 10 days or the service will be discontinued and the account closed.

G. Temporary Turn-on and Turn-off at Permanent Premises

The Department shall assess an additional fee (refer to the fee schedule) to be paid for the expense of turning on and off utilities maintained for less than 30 days at a permanent premises.

H. Estate Account

The Department may request legal documentation from the executor or the person responsible for administrating an estate. The account will then be set up in the estate's name. It is the responsibility of the executor or other person administrating the estate to notify the Department of any changes in account status. The deposit requirement for the account will have to be reviewed as a new account.

I. Customer Responsibility for Piping

Each customer is responsible for water and sewer piping on his property. The customer is responsible for obtaining any permits, approvals and inspections. Installation is governed by the Craven County Building Codes and inspection of such new water and sewer piping is done by the Craven County Inspection Department. Sharing services between buildings on different properties, except for condominiums and group residences, is not permitted.

J. Prior Debts

The Department will refuse to furnish new service to an applicant who is indebted to the Town for service previously furnished at any address in the Town. Also, service will not be established if any member of the household has an outstanding account with the Town. The Town may require proof of residency in the form of rent receipts or lease agreements, etc., prior to the establishment of service.

The Department will also refuse service to an applicant requesting service at an address where the owner of those premises is delinquent in paying the account at that address. If however, the delinquent customer is not the owner of the premises to which the services were delivered; payment of the delinquent account may not be required before providing services at the request of a new and different tenant or occupant of the premises. This restriction will be subject to some interpretation if more than one tenant is occupying premises and such tenants attempt to request, receive and not pay for service. In such event the "new and different tenant or occupant" requirement may not be met.

The property owner will be required to be the contracting utility customer after two defaults on utility fee payments at a rental property. A payment default is when a utility customer is indebted to the Town after all deposits and payments are applied in the established timeframe.

K. Deposits

The Town may not make the provision of a social security number (SSN) mandatory for service. However, election not to provide a valid social security number will subject the customer to a deposit as described below for non-owner occupied addresses before service is established. No deposit is required for owner occupied addresses that do provide a SSN. However, service will be denied to any person who is in debt to the department for current or past service until such debt is paid, including any fees and/or penalties.

For addresses that are not owner occupied, a deposit equal to $150 (water & sewer) or $50 (water only) will be collected before service is established. Deposits must be paid in cash or by credit card through a third party provider. Deposit funds will be held by the Town and will be returned, without interest, in accordance with the policies herein described.

L. Future Deposits

Any customer whose service is involuntarily terminated for nonpayment, meter tampering, or other reasons more than once will be required to pay a deposit, as specified in Section 3 (K), prior to

reconnection of service. This includes all customer accounts, including owner occupied addresses. Any customer that submits more than one check which is retuned as not paid for any reason shall be required to pay a deposit on that account within 5 days of being notified or that service may be disconnected.

M. Refunding of Deposits

A deposit will be refunded promptly and automatically when service is voluntarily discontinued and all bills are paid. All outstanding amounts on the final bill will be deducted from the deposit amount. Refunds for less than $3.00 will not be issued. The deposit will not be refunded if the customer has another account with a past due balance. The remaining credit on the account will be transferred to another account with a balance.

Section 4 - Rates and Fees

A. Customer Classes

There are ten customer classes for billing purposes as follows:

Class 1 - Connected to a 5/8" (typical domestic service) water meter and to the sewage collection system. Includes condominiums and group residences with a single common meter and a single bill instead of individual customers' bills.
Class 2 - Connected to a 5/8" (typical domestic service) water meter with no sewer connection.
Class 3 - Connected to a 2" water meter and to the sewage collection system.
Class 4 - Connected to a 2" water meter with no sewer connection.
Class 5 - Connected to a 4" water meter and to the sewage collection system.
Class 6 - Has a 5/8" water service installed at property line during system expansion - Converts to Class 2 when used.

Class 7 - (Hydrant Fee) Town residents within 1,000 feet of a fire hydrant who are not water service customers.
Class 8 - Connected to a 1" water meter with or without sewer collection system.
Class 9 – Connected to a water meter greater than 5/8" (typical domestic service), with or without sewer connection, where the use served is vacant or otherwise out of use. In order to qualify for this Class, the property must be vacant or otherwise out of use, the customer must use less than 2,000 gallons per two month billing cycle, and must request, in writing to the Water Resources Department, to be changed to this Class. If more than 2,000 gallons are used in a subsequent two-month billing cycle, the customer shall automatically revert to the Class appropriate for the connection served.
Class 10 – Connected to a 5/8" (typical domestic service) water meter and to the sewage collection system, where the use served will be permanently vacant. This class is intended to accommodate owners that do not anticipate that their property will be occupied again during their ownership and therefore not serviced by an active user account. In the event that an owner requests to return to an active user account, the owner will be required to pay a reactivation fee. See Section 7, Item I (Vacant Residences) for more information.

B. Rate Setting

The Town Council reviews rates each year during the budget process. Using a professionally designed rate model, the Council examines current and future needs (including adequate reserves) of the systems in order to establish rates that are adequate to meet these needs. The rates are included in a Fee Schedule adopted annually with the Budget Ordinance and sets forth the charges to be used for customer billing purposes.

Section 5 - Billing for Service

A. Billing Cycle

1. Bi-monthly bills are mailed out no later than the 10th day of the billing month – January, March, May, July, September and November (odd-numbered months).

2. A bill is past due if not paid by 4:00 p.m. on the 30th day following the bill date. A 10% late payment fee will be assessed on all past due accounts, and a second notice including the late payment fee will be mailed the following day. The late payment fee shall be waived upon request from a customer who has been a customer for at least 12 billing cycles, and made all payments for service on time for the past 12 billing cycles (24 months) and had no instances of attempting a transaction with insufficient funds within the same time period. <u>This waiver shall only be applied if the remaining balance is paid in full prior to the date service is scheduled to be disconnected for nonpayment.</u>

3. No third notice will be mailed. The Department may attempt a call using our automated notification system to a phone number provided by the customer alerting the customer as to the planned date of disconnection. Disconnections will only be made Monday through Thursday in order to give customers the opportunity to make payment and have service reconnected before a weekend.

4. Service is scheduled to be discontinued if payment is not received by 4:00 p.m. on the 45th day following the bill date. The nonpayment fee will be charged to any customer whose bill is unpaid at 4:00 p.m. on the 45th day following the bill date. The fee and past due balance must be paid in full before service is reconnected.

7. No service will be reconnected between the hours of 4:00 p.m. and 7:00 a.m.

8. A charge, as noted in the Section 7.D. of these policies, will be imposed against any customer who reconnects the customer's own meter.

B. Meter Reading

Customer water meters are read bi-monthly and the water consumption is calculated accordingly. Should meter reading data be unavailable for any reason, an estimated consumption for the billing period based on prior billing data may be used. Any adjustments resulting from subsequent more accurate data will be made part of the next bill.
The Department utilizes state of the art water meter reading (radio read) technology that does not

require a meter reader to read each individual meter. However, the technology is dependent upon the customer maintaining the area of the meter box serving the property in a manner that keeps it unobstructed by shrubs, grass, weeds, mulch, dirt, or other similar materials. Similarly, vehicles may not be parked over the water meter. If a "radio read" meter fails to transmit reading data, an operator will visit the location. If the failure to transmit is due to customer (or their agent) obstruction or due to damage caused by a customer (or agent), notice will be given to the customer, and a fee to recover repair costs shall be invoiced and applied to the customer's account.

C. Application of Payments and Payment Options

Partial payment of balances due on a customer's account shall be applied in the following order:

1. Charges and fees – such as, but not limited to, late payment penalties, nonpayment fees, and charges resulting from damage to Department equipment and/or property.
2. Sewer service charges (if applicable)
3. Water service charges

Payment Drop-Box: A drop-box is located in the center island of the Town Hall parking lot for check and money order payments. Cash payments are receipted in Town Hall during regular business hours, Monday – Friday, 8:00 a.m. to 4:00 p.m. Any payments placed in the drop-box after 4pm will be posted the next business day.

Direct Bank Draft: Customers can have their bill drafted directly from their bank account each billing cycle. A completed Enrollment Form along with a voided check is required to sign up for this service.

On-line or by Phone: The Town accepts payments by credit cards, debit cards, and electronic checks through ***ACI Payments, Inc.***, a third party company. Payments may be made through Official Payments by using their secure web site or interactive voice response phone system. Their web-based service provides a record of payment, and the phone system a confirmation number. ACI Payments, Inc. will charge a separate convenience fee for credit card payments and E-Check payments. Please note, ACI Payments, Inc. will charge a return fee for returned E-Check payments. These fees will show up as a separate charge on your credit card or bank statement. Visit their web site at www.officialpayments.com or call 1-800-272-9829 to use their phone payment option with your credit card or "PIN-less" debit card. To properly process your payment, you will need to provide your River Bend nine digit account number and River Bend's unique "jurisdiction number" which is **3963**.

D. Billing Adjustments

If the Department has overcharged or undercharged a customer for service, the Department will correct this error subject to the following procedures:

1. If the Department has overcharged a customer for service, the Department will, at the Department's option, refund to the customer or credit the customer's account, without interest, the excess amount, subject to the following limitations:

   A. If the time period over which the mistake occurred can be determined, the Department should credit or refund the excess amount charged the account for that entire interval,

provided that such time period shall not exceed two (2) years.

B. If the time frame of the problem cannot be determined, the Department should refund the excess amount charged during the previous 12 months.

C. If the exact amount of excess charge cannot be determined, the Department should estimate the amount due.

D. If an overcharged customer owes a past due balance to the Department, the Department may deduct that past due amount from any refund or credit due the customer.

E. If an overcharged customer owes the Department on another account, the Department will apply the credit to that past due account.

2. If the Department has undercharged a customer for service, the Department will collect the additional amount due the Department in installments over the same amount of time as the undercharge. However, in no instance shall the time period for which the undercharge is calculated and time period for collection, exceed three (3) years.

If the period of time over which the undercharge occurred cannot be determined, the Department will calculate the undercharged amount based on the 12 months of activity before the undercharge was discovered or by using historical meter readings. If the exact amount of the undercharge cannot be determined, the Department will estimate the amount due.

3. If an undercharge has occurred because of tampering or bypassing a meter or because of other fraudulent or willfully misleading action of the customer, the Department shall collect the entire undercharged amount in a lump sum and seek such other rights and remedies as are permitted by law.

E. Service Changes

Customer service changes are of three kinds: (1) Service Connection where Department pipes, shutoff valve and water meter and/or sewer connection, if applicable, are initially installed at the customer property, (2) Service Disconnection where the installed water meter is taken out of service by the Department, and (3) Service Reconnection where a water meter is restored to service in previously used Department piping. Provision of sewer service coincides with the status of the associated water meter. Changes in service are authorized by written application of the customer or his agent to the Department. Charges for service changes are as set in the Rate Schedule.

F. Billing Changes

It is the responsibility of the property owner or designee to advise the Department to whom, and to what address, bills are to be sent (i.e. new owner or renter). Billing change forms acknowledging legal responsibility for the payment of bills are available from the Department.

G. Address Changes

Customers must advise the Department of any change in the address to which bills are to be mailed. There is no charge for such changes. **Failure to receive a bill sent by mail will not excuse late payment of bills.**

H. Transfer of Existing Customer To New River Bend Location

If an existing Department customer moves from one River Bend residence to another River Bend residence, base charges will be pro-rated to the date of the service change and consumption charges will be billed based upon actual closing and initial meter reading. Customers may transfer service from one location to another as long as any bills are not past due. The remaining amount owed and any fees from a previous service may be transferred to the new account.

If the customer has an account that is past due, the customer will have to pay that amount before the account can be transferred. The deposit from the previous account will be transferred and an additional deposit may be required depending on the services provided.

I. 1998 Water System Expansion

In 1998, the water system was extended to the parts of the Town not being served at that time. Class 6 was set up where potential customers paid a reduced Early Bird water service connection fee giving them or subsequent owners of the property the right to connect to the water system at no additional charge. Class 7 was set up for residents who are not Department customers as a way to pay off the debt service incurred in providing fire hydrants to serve their homes.

Class 7 Fire Hydrant charges are included in the Rate Schedule and are payable each July at the beginning of the fiscal year.

J. Class 7 Customers Transferring To Class 1 or 2

Class 7 customers who elect to become Class 1 or 2 water service customers will have any paid up Class 7 Fire Hydrant Availability Charge monies credited to their new Class 1 or 2 account for each full or partial month of the Town's fiscal year.

Section 6 – Discontinuing Service

A. Closing a Utility Account

After an account has been closed by either customer request or demand of the Department, all funds (including deposits, refunds, and overcharge credits) will be applied first against amounts owed the Department on the closed account. Remaining funds will then be used against any amounts owed on any other accounts the customer may have with the Department. This includes any joint accounts the customer may have with the Department. When those accounts have been cleared, a check for the remaining money will be issued to the customer for any net credit over

$3.00.

B. Forced Closing of a Utility Account

Within 15 days after termination of utility service, the account will be closed. All fees and credits are then added to the balance and a "final" bill will be issued to the customer. Any balance owed to the Department will remain a receivable until paid.

All legal means of collection for a delinquent account in arrears will be taken, even if the account is not in "closed" status.

C. Termination of Service

1. Requesting Discontinuance of Service: Any customer requesting discontinuance of service will inform the Department's employee of the location, date service is to be disconnected and the forwarding mailing address for the final bill. Due to privacy issues, the account holder must be the one to request the termination of service. In the event that the account holder has become incapacitated or deceased, legal documentation must be provided that the person requesting termination of service is an authorized representative of the customer.

2. Disconnection Scheduling: Under normal conditions, disconnection from the Town's utility system will be performed the same day if the request is received prior to 2:00 p.m. A request received after 2:00 p.m. will be normally fulfilled the next working day.

3. Final Bill: A customer's final bill will be mailed in a timely manner to encourage collection and customer understanding. Base charges will be pro-rated to the day of disconnection and billed along with consumption charges and any other amounts due.

D. Customer's Rights Prior to Discontinuance of Service

1. Reasonable Opportunity: The Department will discontinue utility service to customers for nonpayment only after giving the customer a reasonable opportunity to question the accuracy of the bill. Reasonable opportunity is defined as the period of time from the issuance of the bill until the date of potential disconnection as described in Section 4.

2. Disputed Bill: If a customer disputes the accuracy of the customer’s bill, the customer shall:
   a. First contact the Department’s office for clarification.

   b. If the customer, after this conversation, still disputes the bill, the customer has the right to file a written appeal to the Town Manager. This appeal should include the reason for the dispute and any evidence proving the inaccuracy of the bill.

   c. Written appeals must be made within 15 days of the mailing date of the bill.
   d. The Town Manager will review the appeal and send a written reply within a reasonable amount of time to the address shown in the billing system, noting the decision regarding

the appeal and any substantiation for the decision.

e. If the customer remains unsatisfied with the resolution of their dispute, they may make an appeal to the Town Council for a hearing on the dispute.

f. A request for a hearing before the Town Council shall be made in writing at least four business days before the scheduled Town Council Work Session. Hearings will only be conducted at duly advertised Town Council Work Sessions, and NOT at the regular Town Council Meeting.

3. Exceptions: Under special circumstances, the Department may choose not to interrupt service during extreme weather or when the meter serves an elderly, handicapped or critically ill person, or a person on life support equipment about whom the Department has prior written notice.

4. No Disconnection: Disconnections for nonpayment will only be made Monday through Thursday in order to give customers the opportunity to make payment and have service reconnected before a weekend.

5. Hearing: The Department will discontinue utility service for nonpayment only after notice has been given and the customer has had the opportunity to be heard on disputed bills or waived their right to dispute by failing to timely make an appeal.

E. Involuntary Discontinuance of Service

1. The Department may discontinue utility service for any one of the following reasons:

a. Failure of the customer to pay bills for utility service as required in by these policies.

b. Failure of the customer to pay deposits as required in the Section 3, (Establishing Service), of this policy.

c. Upon discovery of meter tampering including bypassing the meter or altering its function. The account holder is responsible for any meter tampering.

d. Failure of the customer to permit municipal employees access to their meters at all reasonable hours. Locked gates, loose dogs, parking cars over meters, etc., are considered to be a denial of access.

e. Use of service for unlawful reasons.

f. Discovery of a condition which is determined to be hazardous or unsafe.

g. Reselling water.

h. Violation of any of the Department’s other utility service policies and procedures, as they may change from time to time.

2. A notice for disconnection must include a clear explanation of the reasons for the termination, a statement that cutoff is imminent and the date it will occur; a statement advising the customer of the availability of a hearing with the right to contest the bill and the disconnection; the address, phone number, and office hours of the customer service employee to contact regarding the payment, the hearing, and the dispute.

F. Disconnection for Prior Debts

The Department can disconnect customers with prior debts only if:

1. The current services are in the name of the customer(s) with the prior debt. The Department will not allow any customer to continue service if there is any outstanding debt due to the Department either by an agreement signed by the customer or by another person who is currently or previously been a member of the household or who resides at the service address.

2. The customer has been delinquent for 10 days and the Department has notified the customer of their intent to disconnect and has given the customer reasonable time to respond.

G. Reconnections

When it becomes necessary for the Department to discontinue services for any of the reasons listed in this Section, service will be restored after payment of (1) all past due bills due the Department, (2) any deposit as required, (3) any material and labor cost incurred by the Department, according to the Fee Schedule, and (4) all fees and charges required by this policy.

Section 7 - Operational Policies

A. Meter Testing

Customers may request that the Department test their water meters for accuracy once at no cost to them. If they request a meter test more frequently, there will be a charge assessed as set in the Rate Schedule unless the meter reads high by more than five percent (5%). If a customer believes his meter reading is inaccurate, the current bill shall be paid. Any adjustment will be made in the next billing period.

B. Responsibility for Leakage

The Department is responsible for correcting leaks in the streets and up to the water meter. The customer is responsible for leakage in the piping on his property on his side of the water meter and will be charged for water based on water use as indicated on the meter.

In cases where the Public Works Director determines that excess charges have occurred as a result of a leaking water line on the customer's side of the water meter and the leaking water did not enter the wastewater treatment system, the Town will adjust the customer's bill for sewer service (if a

subscriber to this service) by substituting using actual usage if available through the Town's radio read software or an average usage based on previous usage.

1. The adjustment will be the difference between the billed usage and the actual usage if available through the Town's radio read software or the average for the prior twelve (12) months or since inception of the customer's sewer service, whichever is less.

2. The customer may apply for relief from the scheduled charges according to the following rules:
   a. The customer must apply for relief within fifteen (15) days of the date of the bill in question.

   b. The Public Works Director must certify that leakage actually occurred. Customers requesting an adjustment are encouraged to document evidence of a leak in a specific location and its repair, such as pictures, receipts from plumbers or other type documentation. This documentation can be used by the town to determine if an adjustment is appropriate.

Upon certification of the Public Works Director, relief shall be granted in an adjusted bill for the period in question according to the following formula:

Sewer Usage relief = **Sewer Rate x (X-Y)**

Where:

X = Gallons billed for the period in question:

Y = Gallons as calculated by 1) actual usage if available through the Town's radio read software, or 2) average usage based on previous usage

Customers who disagree with the Director of Public Works' decision may appeal to the Town Manager in writing within fourteen (14) days of the date of the Director's decision. The Town Manager will issue a final decision within fourteen (14) days of receipt of the appeal.

C. Damage to Plants and Shrubs

The Department is not responsible for damage to plants and shrubs which may be dug up or cut/trimmed in the course of work on the underground piping system or other apparatus located beyond a customer's property line or within a utility easement. A reasonable effort will be made to minimize or repair any resulting damage. The customer is responsible to ensure that the water meter is not obstructed by plantings, mulch, grass, or any other means. If the Town must, in the opinion of the Public Works Director relocate a meter due to obstruction by landscaping, or other obstructions, the owner of the property will be charged for labor and materials to complete the necessary work.

D. Tampering With Water and Sewer System Equipment

In accordance with North Carolina General Statutes 14-151.1, unauthorized persons found tampering with Town water meters or other water and sewer system piping or equipment can be fined up to $500.00 plus triple the amount of any losses or damages sustained for each tampering incident. The Town may also discontinue service in accordance with these policies.

E. Damage to Department Equipment

Any damage caused by the customer, property owner, or their agent(s) to the Department's equipment or property serving a customer shall be the responsibility of the customer. The Department shall make necessary repairs and charge the customer for materials and labor to effect said repairs. Such damage includes, but is not limited to, damage from mowing, vehicles, landscaping, or excavation.

F. After Hours Service Calls

A charge will be made for service calls made by Department personnel outside their normal working hours of 7:00 a.m. to 4:00 p.m. on weekdays and 7:00 a.m. to 2:00 p.m. on weekends that are initiated by customers or their agents. The hourly rates for such services are included in the Rate Schedule. Each request must be documented on a Department Service Request Invoice by the customer acknowledging responsibility for charges that may accrue.

G. Swimming Pool Filling

Upon request, swimming pools may be filled once per fiscal year (July1-June 30) without the customer having to pay a sewer usage charge on the water used to fill the pool. This is known as a "pool adjustment" and is only available for River Bend sewer customers. Pool adjustments do not include routine maintenance and season-opening fills. Pool adjustments are for the initial filling of new pools or for re-filling a pool after it has been drained for maintenance/repair. The amount of a pool adjustment will be calculated in either of three ways: (1) Where calculations showing the pool's normal functional water capacity are available from a pool construction/maintenance contractor (in 1,000 gallons) the customer shall provide such documentation with the request for a pool adjustment, or (2) Where the customer utilizes a department-owned meter to record the total gallons used for filling the pool, or (3) When the customer agrees to accept a gallons used amount as determined by Town staff. In the absence of a mutually-agreed upon amount, between the town and the customer, no pool adjustment will be made under this method. For option 2, a limited number of meters, equipped with "garden hose" fittings are available by contacting the Department. Customers who use these meters will be asked to sign a form accepting responsibility for damage to the meter or other appurtenant equipment and relieving the Town of any liability resulting from the customer's use of the meter. No request for a pool adjustment will be approved, under this method until the meter is returned in working order and the Department verifies the usage. Pool adjustments will be applied to the next bill cycle after the request is approved. The sewer use rate in effect at the time of the filling will be used to calculate the pool adjustment. To be considered, a request for a pool adjustments must be submitted to the Department within 15 days of the pool filling. The Town reserves the right to reject any request for a pool adjustment when the amount of gallons claimed to be used is

determined to be unreasonable by Town staff.

H. Irrigation Water Meters

All new in-ground irrigation systems, served by the Town's water system are required, by Town Ordinance (15.2.126) to have a separate irrigation water meter. Similarly, any other utility customer of the town in good standing may request the town to install and operate a town-approved irrigation meter at any property owned by such customer, to which the town provides utility services, for currently installed irrigation systems.

Prior to the installation of a new in-ground irrigation system to be connected to the Town's water system, or connection of an existing system to the Town's system, the customer shall request the Department to install and operate a town-approved irrigation meter. The customer is responsible for connecting their system to the customer side of the meter and for allowing inspection of all connections by Department staff prior to burial of piping and turn on of the meter.

All irrigation meters, meter boxes, pipes and other equipment furnished or used by the town in installing any such irrigation meter shall be and remain the property of the town. Prior to installation of any such irrigation meter, the customer shall pay to the town all charges specified in the schedule of fees established (and as modified from time-to-time) by the Town Council for this service.

Prior to installation of any irrigation meter pursuant to this section, any new water customer shall also pay to the town a Capital Investment Fee (CIF) as described in Section 3.B.

I. Vacant Residences

1. Temporary Interruption - In an effort to reduce the likelihood of water leaks for our customers, the Department will turn off water service at the water meter for any customer at the customer's request when the customer will be out of town for thirty (30) days or more. The Department will restore service within twenty (24) hours of notification when the customer returns, at no charge. The customer must, however, arrange to pay the monthly base charge on the monthly billings during the customer's absence. This section is intended to accommodate residents who plan to be away from their residence for a finite amount of time and plan to continue to use the town's utility service upon their return.

2. Permanent Interruption - Similarly, the Department will turn water off to a vacated property at the request of the customer. However, the owner of the property must arrange to pay the monthly base charge on the monthly billings for the time the property is not served by an active user account. In instances of a vacated property, where the owner has requested the water to be turned off, the owner will be charged the base charge for water only and shall become a Class 10 customer. This section is intended to accommodate owners that do not anticipate that their property will be occupied again during their ownership and therefore not serviced by an active user account. In the event that an owner initiates a Class 10 account for the vacated property then requests to return it to an active user account, the owner will be required to pay a reactivation fee. The reactivation fee shall be equal to the then current base rate for sewer and shall be charged for every month that the property was billed as a Class 10 account. Accounts that are activated by the 15th of the month will not be charged for that month. Accounts activated after the 15th of the month will be charged for a

full month.

J. Bad Check Processing

Charges, as set forth in North Carolina General Statutes (23-5-506 and 6-21.3), are made for each check or automatic draft returned by a bank because of insufficient funds in the account, or any other reason the bank refuses the check or draft.

The customer shall have five (5) days after notice is mailed indicating that the check is not good, to present cash, bank certified check, or money order for the full amount of the bill, plus the charge noted above (NC GS 6-21.3).

The existing due dates for avoiding late payment and nonpayment fees on unpaid bills will remain in effect while bad checks are being made good. Therefore, even though the time for making the check good has not expired, the application of late fees and/or termination of service may occur.

Any customer account with two checks returned will be restricted to cash, money order, debit or credit card when making all future payments. Checks received in payment on such flagged accounts will not be accepted and will be returned to the customer.

K. Debt Collection

The Town is authorized to collect delinquent public enterprise utility fees "by any remedy provided by law for collecting and enforcing private debts…" G.S. 160A-314(b).

The North Carolina Setoff Debt Collection Act ("Act") provides an administrative procedure for the Town to collect amounts due for utility service from the state tax refunds of its customers. More information can be found at http://www.ncsetoff.org. The Town may also contract with a utility collection agency.

Originally Adopted on 7/1/12. Amended On:

3/22/13
4/17/14
7/17/14
1/15/15
2/19/15
2/25/16
4/25/18
10/20/22
2/16/23

Section 8 – Relevant Town Ordinances

The following excerpts from the Town Code of Ordinances are also applicable:

§ 5.01.002 Rates

(A) *Rate hearing.* Before it establishes or revises a schedule of water and sewer rates, fees, charges, or penalties, the Town Council shall hold a public hearing on the matter. A notice of the hearing shall be given at least once in a newspaper having general circulation in the area, and not less than 7 days before the public hearing. The hearing may, but need not, be held concurrent with the public hearing on the proposed budget ordinance.

(B) *Objective of rate making.* In order to pay debt service on loans made to the town on behalf of the water and sewer systems, rates will be established to be paid by the systems users in amounts sufficient to pay the principal and interest on the debt and all operating, maintenance and upgrading costs and maintain system reserves.
(Prior Code, Ch. 13, Art. I, § 3)

§ 5.01.003 Use of Water and Sewer Funds

As all water and sewer costs shall be borne by the users of the systems, none of the water and sewer funds or retained earnings of the water and sewer systems will be used by the town for any purpose other than to benefit the users of the respective systems.
(Prior Code, Ch. 13, Art. I, § 4)

§ 5.01.004 Cost Accounting

(A) *Separation of water and sewer costs and revenues.* The Finance Officer shall maintain ledgers or accounts for the water and sewer systems which shall record in detail the assets, liabilities, equities, revenues and expenditures of the respective systems. Separate balance sheets and other financial statements shall be maintained for the water system and the sewer system. Water and sewer costs which are shared shall be allocated on a fair and equitable basis. Proposed allocations shall be presented with the annual budget and shall include the rationale and documentation in support of the recommendations.

(B) *Financial operations.* The Finance Officer shall be responsible for the financial operations of the department including accounting, debt service, bill preparation and collection, payment of accounts payable, financial reports, payroll preparation, insurance, balance sheets, financial statements and other related financial data. The Finance Officer shall be responsible for contractual matters.

(C) *Sharing of general and administrative costs.* General and administrative costs to be shared by the town's corporate body and the water and sewer systems include, but are not limited to, computer systems and related software, office equipment, maintenance equipment, facilities, communications systems and administrative and financial support. These costs shall be allocated on a fair and equitable basis and shall be reviewed annually.

(D) *Annual audit.* All accounts, ledgers, purchase orders, invoices and all other records of the water and sewer systems including the allocation of general and administrative services and expenses shall be the subject of an annual audit as part of the audit of all of the town's accounts by independent qualified auditors who shall report to the Town Council. Audits shall be in accordance with enterprise fund criteria as specified in state statutes.
(Prior Code, Ch. 13, Art. I, § 5)

§ 5.01.005 Budget Preparation

The Budget Officer, with the assistance of the Water Resources Department Head and Department Superintendent, shall prepare the annual water resources budget for submission to the Town Council for approval.
(Prior Code, Ch. 13, Art. I, § 6)

§ 5.01.007 Connection to Water Supply and/or Sewage Disposal Systems

All new construction, in accordance with Section 15.02.066 of this Code, shall be connected to the water supply and/or sewer disposal system if available. All existing customers of the system(s) shall maintain connection to said system(s) as the sole means of supplying potable water to and/or wastewater removal from all improvements on the property. Private wells will only be permitted for non-potable water use, and no new private waste disposal systems will be permitted in areas where sewer service is available.

§ 15.01.101 Water and Sewerage Systems *(from the subdivision ordinance)*

(A) The preliminary subdivision plat must be accompanied by satisfactory evidence as to the proposed method and system of water supply and sanitary sewage collection and disposal.

(B) Water supply systems shall be connected to the town's water system and shall be approved by the town's Water Resources Department as to the size of mains, points of connection to the town's water supply system, turn off valves and loops in the system. At the time of approval, the Water Resources Department shall provide the developer with a list of impact costs to ensure the adequate supply of water to the subdivision. These costs shall be paid for by the developer.

(C) Water supply systems shall be further approved by the Water Resources Department and the Fire Department as to location of hydrants and size of mains feeding the hydrants.

(D) Wastewater systems shall be connected to the town's wastewater system and shall be approved by the Town's Water Resources Department as to the proper flow, number of lift stations required, emergency pumping facilities and points of connection to the town's wastewater system. At the time of approval, the Water Resources Department shall provide the developer with a list of impact costs to ensure the adequate flow of wastewater from the subdivision to the treatment facility. These costs shall be paid for by the developer.

(E) On site wastewater treatment systems may be permitted if there will not be a town wastewater system available within 90 days, as approved by Craven County Health Department. The developer shall install the infrastructure for wastewater collection, including individual property taps, even though they are not connected to the central system.
Penalty, see § 1.01.999

§ 15.02.066 Water Supply and Sewage Disposal

(A) *Approval.* Each application for an initial zoning permit or a special exception permit shall be accompanied with plans of the proposed method of water supply and sewage disposal. All new construction having available public and/or community water and/or sewage disposal systems upon payment of applicable tap-on and other user fees and charges shall provide for connection to the water systems and/or sewage disposal systems **and in accordance with Section 5.01.007 of this Code, remain connected to said system(s) as the sole means of supplying potable water to and/or wastewater removal from all improvements on the property**. No excavation for or construction of any building or use of land shall be commenced until approval of the Craven

County Health Department is noted on the plans and an initial zoning permit is issued.

Appendix – Service and Information Forms

Town of River Bend
Schedule of Rates for Water Resources Department

Effective July 1, 2024

Water and Sewer - Rates and Fees

	Water	Sewer
Class 1 and 2 – Residential[1]		
Customer Base Charge per month[2]	15.24	24.18
Usage per 1,000 gallons	-	9.30
Usage 0-4,000 gallons	4.22	-
Usage 4001-20,000 gallons	4.50	-
Usage 20,001+	4.55	-
Initial Connection (Tap) charge[3]	1,250.00	1,250.00
Nonpayment Fee	70.00	-
Class 3 and 4 - Commercial		
Customer Base Charge per month[2]	88.32	141.99
Usage per 1,000 gallons	4.22	9.30
Initial Connection (Tap) charge[3]	3,500.00	1,250.00
Nonpayment Fee	100.00	-
Class 5 - Industrial		
Customer Base Charge per month[2]	276.24	444.93
Usage per 1,000 gallons	4.22	9.30
Initial Connection (Tap) charge[3]	5,000.00	1,250.00
Nonpayment Fee	200.00	-
Class 6 - Early Bird (No longer available)		
Class 7 - Fire Hydrant Charge		
Availability Charge per year	$183.00	
Class 8 - 1" Water Service		
Customer Base Charge per month[2]	30.90	49.43
Usage per 1,000 gallons	4.22	9.30
Initial Connection (Tap) charge[3]	1,500.00	1,250.00
Nonpayment Fee	100.00	-
Class 9 – Vacant/Out of Use Non-residential Property – *Amended 07/17/14*		
Customer Base Charge per month[2]	15.24	24.18
Usage per 1,000 gallons	4.22	9.30
Nonpayment Fee	70.00	-

Initial Connection (Tap) charges are based upon the size of the meter and charged as shown in the appropriate Class above.

Water and Sewer - Rates and Fees

	Water	Sewer
Class 10 – Vacant Residences – ***Amended 02/19/15***		
Customer Base Charge per month[(2)]	15.24	-
Nonpayment fee	70.00	-

Special Charges

Service Call - 2 hour minimum	$35 per hour - signed by customer to initiate work outside of scheduled work hours of 7:00 a.m. - 4:00 p.m. weekdays and 7:00 a.m. – 2:00 p.m. weekends
Meter Testing Charge	$25 - no charge if meter defective
Returned Check Processing Charge	$25, as allowed by G.S. §25-3-506
Late Payment Charge	10% of amount overdue per month or part of month beginning 30 days after billing date.
Irrigation Meter[5]	Actual cost of irrigation meter and fittings
Irrigation Connection Inspection	$20

[(1)]Residential customer deposit may apply. Please refer to Water Resources Department Policy Manual.

[(2)]Base charges do not include any usage.

[(3)]The published Initial Connection (Tap) charges are based on the historic River Bend average cost that has been experienced in making connections. There will be cases when, because of the local depth of the service main pipe to which the connection is to be made, or other site specific differences from the norm, the published connection fee will not cover the actual cost of the tap. When the Water Resources Superintendent encounters such conditions, he shall notify the applicant requesting the tap that the cost may exceed the published fee. In those cases a record of cost associated with the specific tap will be accounted for and if the total cost exceeds the published fee, then the applicant shall pay a fee equal to the actual cost.

[(4)]The necessary equipment will be provided to the resident at cost. The resident is responsible for installing the irrigation meter on the resident's side of the regular water meter. After installation, the work will be inspected by a Water Resources Department employee.

TOWN OF RIVER BEND
45 Shoreline Drive, River Bend, NC 28562-8970
Phone (252)638-3540 Fax (252)638-2580
waterresources@riverbendnc.org * www.riverbendnc.org

SERVICE APPLICATION FOR TENANT

Customer Information: **Service Start Date**: _____

Services Address: _____

Customer Name: _____

Customer SSN: _____ Date of Birth: _____ Verified ☐

Note: Disclosure of your social security number is voluntary. We are authorized to collect this information because we are extending credit for service and it will only be used for collection of debts owed to the Town. Election not to provide a valid social security number will subject the customer to a higher deposit.

Customer Driver's License _____ Verified ☐

Contact Information: Please indicate the contact number(s) and/or email address you would like the Town to use:

Home _____ Work _____ Cell _____

Email Address _____

You agree, in order for us to service your account or to collect any amounts you may owe, we may contact you by telephone at any telephone number associated with your account, including wireless telephone numbers, which could result in charges to you. We may also contact you by sending text messages or e-mails, using any e-mail address you provide to us. Methods of contact may include using pre-recorded/artificial voice messages and/or use of an automatic dialing device, as applicable.

Billing Information:

Address: _____

_____

Manager/Landlord:

Name: _____

Address: _____

_____

All information above must be complete in order to establish a Water Resources account. The customer is responsible for all charges pertaining to the account.

I hereby certify that the above information is true to the best of my knowledge. I have received a copy of the the Policy Manual pertaining to the Water Resources Department. I have also received a copy of the rates currently in effect.

_____ _____

Signature Date

Service Request # _____ Deposit Amount _____ Attach Receipt ☐

Customer # _____ Comments _____

45 Shoreline Drive, River Bend, NC 28562-8970
Phone (252)638-3540 Fax (252)638-2580
*waterresources@riverbendnc.org** ***www.riverbendnc.org***

SERVICE APPLICATION FOR OWNER

Customer Information: **Service Start Date**: _____

Services Address: _____

Customer Name: _____

Customer SSN: _____ Date of Birth: _____ Verified ☐

Note: Disclosure of your social security number is voluntary. We are authorized to collect this information because we are extending credit for service and it will only be used for collection of debts owed to the Town. Election not to provide a valid social security number will subject the customer to a higher deposit.

Customer Driver's License _____ Verified ☐

Contact Information: Please indicate the contact number(s) and/or email address you would like the Town to use:

Home _____ Work _____ Cell _____

Email Address _____

You agree, in order for us to service your account or to collect any amounts you may owe, we may contact you by telephone at any telephone number associated with your account, including wireless telephone numbers, which could result in charges to you. We may also contact you by sending text messages or e-mails, using any e-mail address you provide to us. Methods of contact may include using pre-recorded/artificial voice messages and/or use of an automatic dialing device, as applicable.

Billing Information:

Address: _____

_____

Will the property be rented to tenants? _____ If yes, will you be using a property manager to manage the property? If so, please provide the contact information for the property manager.

Property Manager's Name _____ Telephone Number _____

Address: _____

All information above must be complete in order to establish a Water Resources account. I agree to notify the Town of any changes in ownership or tenancy and will be responsible for the minimum monthly fees and consumption charges billed for water and/or sewer usage when service is not in the name of a tenant or until service in my name has been terminated.

I hereby certify that the above information is true to the best of my knowledge. I have received a copy of the Policy Manual pertaining to the Water Resources Department. I have also received a copy of the rates currently in effect. I also understand failure to receive a bill or failure of the delivery of payment does not exempt you from payment responsibility or from being charged any late fees.

_____ _____

Signature Date

Service Request # _____ Deposit Amount _____ Attach Receipt ☐

Customer # _____ Comments _____

45 Shoreline Drive, River Bend, NC 28562-8970
Phone (252)638-3540 Fax (252)638-2580
waterresources@riverbendnc.org
www.riverbendnc.org

THIRD PARTY NOTIFICATION APPLICATION

Account # _____

Service Address _____

Third Party Name _____ SSN Last 4 Digits _____

Third Party Mailing Address _____

Third Party Phone _____
(Home) (Cell) (Work)

Third Party Relationship _____ Relative _____ Property Manager _____ Other

_____ (Description)

As the owner of the above-referenced property, I hereby authorize mailing of duplicate bills and delinquency notices to this third party. I also permit disclosure of the following information to the third party (drawn a line through and initial any types of disclosure which are denied):

Amounts due or paid on this account
Services that are billed on this account
Consumption

This authorization for utility account disclosure shall be in effect until rescinded by the property owner. I understand that I may revoke this consent at any time by providing written notification to the Water Resources Department. Such revocation will become effective upon receipt of an email or written notice to the Water Resources Department, 45 Shoreline Drive, River Bend, NC 28562.

_____
Signature Date

_____
Print Name Title

Additional Payment Options Available to Pay Your Utility Bill

Of course, you can still pay as you have in the past, but we think some will find these methods convenient and easy to use. Only cash and check payments are accepted at Town Hall.

On-line or by Telephone

The Town of River Bend has established a rela-tionship with ACI Payments, Inc., a third party company that provides customers with the ability to make payments, such as water/sewer bills, online or over the phone using a credit card, debit card, or bank draft.

In just a few minutes, using their secure web-site or interactive voice response phone system, you can make your payment. Their web based service provides you a record of your payment, and the phone system a confirmation number. When using this payment method, you will be charged, by ACI payments, a separate convenience f ee. These f ees will show up as a separate charge on your credit card or bank statement.

If you want to use this service, you can visit their website at www.officialpayments.com or call 1-800-272-9829 to use their phone payment option with your credit card or "PIN-less" debit card. You will need to provide your nine digit account number and River Bend's "jurisdiction number:" **3963**

ACI PAYMENTS, INC.

www.officialpayments.com

1-800-272-9829

Direct Bank Draft

You can have the payment for your water/sewer bill drafted directly from your bank account each billing cycle. If you elect to take advantage of this service, and complete an Enrollment Form, your account will be automatically drafted on the due date shown on your water bill. No stamps, no trips to the Town Hall, no missed payments. **Best of all, it's free.**

Enrollment is simple! Just fill out an Enrollment Form and drop it off, or mail it to the Water Resources Office with a voided check or deposit slip for the account you want us to draft.

A few tips to keep in mind:

- If you think there is an error on your bill, contact the Water Resources Office immediately so that differences can be resolved before the due date.
- High bills due to leaks or excess consumption may be deducted from your bank account before any adjustments are approved and posted to your account.
- It is very important that you notify the Water Resources Office at least 30 days before the water billing date of any changes in bank information or if you would like to cancel this service.

Town of River Bend Water Resources Department
45 Shoreline Drive • River Bend, NC 28562
P: 252.638.3540 • F: 252.638.2580
www.riverbendnc.org

Water and/or Sewer Billing

Electronic Funds Transfer – Enrollment Form

Completed forms should be mailed to or dropped off at the Water Resources Office.

Mailing address:
45 Shoreline Drive
River Bend, NC 28562

Please contact us at:
252-638-3540
with any questions.

Customer Information

(Please type or print clearly)

Customer Name:_____

Service Address:_____

Mailing Address (if different):_____

City:_____ State: _____Zip:_____

Phone Number:_____

Utility Bill Account Number:_____

All utility bill payments for the above listed customer will be paid via direct draft from the account listed below. Any changes to or termination of this Authorization must be made in writing and received by the Town not less than thirty (30) days before the desired effective date of such change or termination. If the bank account is closed, notification must be made immediately to the Town.

Bank Information

Bank Name (as shown on your check/deposit slip):_____

Bank Address:_____City/State/Zip:_____

Bank Phone Number: _____

Bank Routing Number:_____Bank Account Number: _____

A voided check must be attached to this form

You may want to verify, with your bank, the correct "electronic transfer routing number" for your account.

Authorization

I hereby authorize the Town of River Bend to collect any utility bills I owe by drafting payments from my account at the financial institution stated above. Further, I authorize the Bank to accept and to draft entries indicated by the Town from my account. In the event the Town drafts funds erroneously from my account, I authorize the Town to credit my account for an amount not to exceed the original amount of the erroneous draft, and I agree to hold the Town harmless for any other charges to my account that may occur as a result of such error. This authorization is to remain in full force and effect until the Town has received notice, in writing, of its termination.

Any transaction rejected by the bank for any reason other than bank error will be treated as a returned check and charged a $25.00 fee.

_____ _____

Signature of Customer (as accepted by your bank) Date