



Town of Sandyfield
P.O. Box 907
Riegelwood, NC 28456
910-655-9877 | 910-655-9981 Fax
Email: sandyfield_town@bellsouth.net

Property Owner Application
Application for New Utility Service

Service Address _____

Mailing Address _____

PROPERTY OWNER INFORMATION

NAME _____

Social Security# _____ Driver's License # _____ State _____

Birth Date _____ Home # _____ Cell # _____

NAME _____

Social Security# _____ Driver's License # _____ State _____

Birth Date _____ Home # _____ Cell # _____

PROPERTY OWNER AUTHORIZATION

I hereby grant to Town of Sandyfield (the "Town"), its agents, employees and contractors a license to bill me for services, install a water meter on the water line (if necessary), and enter upon my property to read the meter or to service the Town's equipment and lines. It is understood that the Town or its representatives shall enter upon the property only for operation and maintenance of the water system. The Town shall in its sole discretion, determine the location of any service line connection to its distribution system, and shall determine the allocation of water to users in the event of a water shortage. The Town will shut off water to a user who allows a connection or extension to be made to his service line for the purpose of supplying water to another user. I agree to pay for the replacement of any non-standard driveways (exposed aggregate, etc.), headwalls, light posts, sodded areas or similar improvements within the rights-of-way or easements which the Town deems necessary to remove or damage in order to repair, replace or alter the Town's utilities. I agree not to plant, install, construct or situate any buildings, structures, obstructions, trees, fences, berms, ponds or pools within the rights-of-way or easements. I understand that the Town will restore grade, as close as possible, to the condition prior to any utility work performed by the Town, including standard driveways (concrete, asphalt or stone) and reseeding of the disturbed area. I agree to maintain any pet in a fashion that will not hinder or prohibit access of the Town to its meter box or otherwise endanger Town personnel.

I agree to notify the Town when the water tap has been connected and the system is ready to be used. I agree to not alter the water lines without the express written consent of the Town of Sandyfield. I agree to have any such alterations inspected by a representative of the Town's prior to the covering of the area where the alterations were made. I agree to pay for any damage done to Town lines by my representatives, contractors, tenants or myself. I understand that I may be subject to a monetary civil penalty for any breaking, damaging, destroying, uncovering, defacing or tampering with any structure, appurtenance or equipment which is part of the water system. I agree to notify the Town of any changes in ownership or tenancy and will be responsible for fixed meter and consumption charges billed for water usage when utility service is not in the name of the tenant or until service in my name has been terminated in accordance with Town policy. Nonpayment of charges and penalties or liquated damages duly imposed by the Town will allow the Town to discontinue service.

In the event the user shall breach this contract by (1) refusing or failing, without just cause, to connect his service line to the Town's distribution system as set forth above, or (2) refusing or failing, without just cause, to pay the monthly base fee charges established by the Town for a period of five (5) years after service is available, the user agrees to pay the Town a lump sum of One Thousand Dollars (\$1,000.00) as liquated damages. It is expressly understood and agreed by the parties that (a breach by the user in either of the respects set forth above would cause serious and substantial damages to the Town, and) that the amount stated above as liquated damages is an appropriate determination of the damages to the Town in the event of a breach. The parties hereto have computed, estimated, and agreed upon said sum in an attempt to make a reasonable forecast of probable actual loss because of the difficulty of estimating with exactness the damages which will result.

The terms and conditions of this agreement shall be applicable and binding to any and all subsequent landowners in the event of conveyances or transfer of ownership of the parcel provided water service under this agreement.

The above information is correct to the best of my knowledge. I have read the billing procedures and policies on the reverse.

Owner Signature

Date

Owner Signature

Date

BILLING AND COLLECTIONS POLICY

1.1. Payment Options: You can pay your bill using cash, check, money order, or debit/credit card in person at Town of Sandyfield office from 9:00 a.m. to 3:30 p.m. Monday through Friday. You may mail a check or use the drop box located in front of the building. You can also make a payment using your credit or debit card over the phone with a Customer Service Representative.

1.2. Due Date: Bills are due in 30 days. The due date is printed on your bill.

1.3. Late Fees: Payments not received within 30 days will be charged a late fee of \$5.00

1.4. Application of Partial Payment: In the event payment is made in an amount less than the total due on a bill, any such amount shall be allocated to outstanding charges.

1.5. Returned Checks: If your check is returned by the bank, you will be charged a fee to reimburse the Town for administrative time. You will need to come to the Town office to pay that amount plus the returned check fee in cash. Otherwise you are considered to have not made any payment, and will be subject to any late fees and procedures for collection of past due charges, which could include cutting off your water.

1.6. Adjustments for Leaks: May be made for water charges caused by a leak in excess of twice average usage over the previous twelve month period. The amount credited may be up to half of the water consumption charges over the average usage.

1.7. Billing Errors: If you believe there is an error in your bill, contact a Customer Service Representative within 30 days. Your bill will be adjusted in full for clerical or computer errors. However, if the error was billing for services which were never rendered (for example charging you for water when you were on a well and not required to connect to the water line), an adjustment will be allowed only for amounts you paid within the prior three years.

1.8. Appeal Billing Disputes: If you disagree with a bill or refusal of a credit or refund for disputed water charges as determined by the Customer Service Representative, you can file a written request for an appeal hearing to the Town of Sandyfield. Such request should be made within ten (10) days after the bill or notification of an assessment for a violation and/or service termination was received.

1.9. Extension of Payments: You are responsible for paying your bill in full by the due date, or you will be charged late fees and your water may be turned off. If you cannot pay in full by the due date, call a Customer Service Representative to see if you qualify for assistance.

1.10. Vacant Property: The owner of the property is responsible for all charges unless a tenant is being billed for services. When a property is vacant, whether rental or owner-occupied for only part of a year, the owner is responsible for fixed charges and any consumption used.