



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

Tenant Application
Residential Utility Service

Service Address _____

Mailing Address _____

TENANT INFORMATION

NAME _____

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

Birth Date _____ Home # _____ Cell # _____

NAME _____

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

Birth Date _____ Home # _____ Cell # _____

AUTHORIZATION FOR SERVICES

I hereby grant to Town of Sandyfield (the "Town"), its agents, employees and contractors a license to bill me for services.

I agree to pay for any damages done to the Town's equipment and line by my representatives, contractors, other tenants or myself.

I understand that I may be subject to 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 when I will leave the premises and understand I will be responsible to pay all utility charges until service in my name has been terminated in accordance with the Town's policy.

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.