

IMPORTANT INFORMATION FOR CAROLINA BEACH CITIZENS

RATE INCREASE ON UTILITY BILLS EFFECTIVE JULY 1, 2014

The adopted 2014/2015 Town of Carolina Beach Budget includes a rate increase of 5% for water and sewer services.

Both fixed and variable water and sewer rates will have the increase applied.

This rate increase will first appear on customer's July 2014 invoices at a prorated amount of 2.5%. Effective with the August 2014 billing, the full 5% rate increase will take effect.

Detailed rate information can be found in the *Rates and Fees* section of the 2014/2015 approved budget located on our website at:

www.carolinabeach.org/site_new/pages/documents/AnnualBudget-FY2014-2015.pdf

NEW EMAIL FOR BILLING/CUSTOMER SERVICE

If you have any questions or issues with your water, sewer or trash services, you may contact Customer Service at our new email address, info@carolinabeach.org

Please only use this email for general account information and questions. For any emergencies or water/sewer leaks, please contact us directly at 910-458-2983 or 910-458-4821. Normal business hours are Monday – Friday, 8am to 5pm. If you have a water or sewer emergency after normal business hours, please call 911.

DISCONTINUANCE OF SERVICE FOR UNPAID ACCOUNTS

Pursuant to Town Ordinance Sec. 16-9

Upon failure to pay the amount charged for either water or sewage services within the time set forth on billing, both of such services may be discontinued, after ten (10) days' notice, without prejudice to the right of the town to recover for the services rendered before discontinuance, and services will not be restored until the account is paid. When water is cut off for failure to pay a bill, the meter will be locked and a penalty of an amount defined in the Town's annually adopted rates and fees schedule per month shall be added to the account until paid. Reconnection of water service, in all cases, shall be made after payment of a service charge of an amount defined in the town's annually adopted rates and fees schedule. A delinquent bill shall not be paid in full until all charges assessed against the account have been paid.

TAMPERING WITH METERS

If you need to have repairs done at your property, please contact the Billing Department at 910-458-2983 or 910-458-4821 to have a Town employee turn the water off at the meter. Once repairs are completed, contact the Billing Department and we will turn the water back on. If water is illegally reconnected after it is disconnected, there will be a \$150.00 fine. Civil and criminal penalties may also apply.

- Per North Carolina General Statute 14-151.1, it shall be unlawful for any unauthorized person to alter, tamper with, or bypass a meter which has been installed for the purpose of measuring the use of water or knowingly to use water passing through any such tampered meter or water bypassing a meter provided by the town for the purpose of measuring and registering the quantity of water consumed. Any meter or service entrance facility found to have been altered, tampered with, or bypassed in a manner that would cause such meter to inaccurately measure and register the water consumed, or which would cause the water to be diverted from the recording apparatus of the meter, shall be prima facie evidence of intent to violate and of the violation of this section by the person in whose name such meter is installed, or the person or persons so using or receiving the benefits of such unmeasured, unregistered, or diverted water.
- Any person violating any of the provisions of this section shall be guilty of a misdemeanor.
- Whoever is found in a civil and/or criminal action to have violated any provisions of this section shall be liable to the town in triple (300%) the amount of losses and damages sustained, or one thousand dollars (\$1000.00), whichever is greater.