

**TO APPLY FOR SGWASA UTILITY SERVICE, YOU WILL NEED:**

- Service Application Form
- Social Security Card (or other approved 2<sup>nd</sup> ID)  
**If no SS# provided deposit will be higher (see below)**
- Driver's License (or other approved photo ID)
- Copy of lease if renting
- Deposit (cash or money order / see below)

**Request to connect or disconnect after 3:00pm will be the next business day. No applications taken after 4:00pm.**

An individual in whose name an application is made shall be responsible for payment of all bills incurred in connection with the services furnished.

**DEPOSIT \$150.00** or 1 month combined base rate, whichever is > Deposit can be made by CASH or MONEY ORDER.

**DEPOSIT \$300** if no Social Security number is provided. A deposit is required for each account, including bulk accounts. When an account is closed, the deposit is applied to the final bill. If there is a credit balance > \$2, that amount will be refunded, provided a current mailing address is available. If customer moves from one SGWASA address to another, the deposit will be transferred. SGWASA is not required to pay interest on any deposits.

**BILLING**

Customer billings are mailed out no later than the 25th of each month and represents actual usage for the previous month. (For example, bills dated 12-25-20xx represents usage for November).

**FAILURE TO RECEIVE BILL IN THE MAIL DOES NOT EXCUSE RESPONSIBILITY FOR TIMELY PAYMENT OR PREVENT SERVICE DISCONNECTION.**

**IF YOU LEAVE OR MOVE-OUT WITHOUT NOTIFYING SGWASA YOU ARE RESPONSIBLE FOR PAYMENT OF SERVICE UNTIL YOUR ACCOUNT IS CLOSED.**

**LATE FEE 1.5% (\$5.00 minimum)**

Payment is due by 5:00 p.m. on the 5th of each month or the next working day after the 5th (if on a holiday or weekend). No past due notices will be sent.

**WATER CUTOFF ADMINISTRATION FEE \$50.00**

If payments are not received in full by 5:00 p.m. on the 12<sup>th</sup> of the following month or the next working day after the 12th (if on a holiday) or Monday (if the 12<sup>th</sup> is on a Thursday, Friday, or weekend), a \$50 administrative fee (non-payment fee) will be applied and services will be disconnected for accounts with an unpaid balance of \$20 or more.

**Fee will not be waived regardless of disconnect status.**

Disconnection for non-payment will not occur on a Friday, weekend, or holiday. Prior to reconnection of service, non-payment fee and all arrears must be paid in full. No reconnection promised after 3:00 pm.

**REQUEST FOR REREAD AND MULTIPLE TRIPS FEE \$15.00**

There is a charge for customer-initiated requests for rereads; however, if meter was misread by meter staff, there will be no reread charge. After 2 trips to connect water the customer will be charged \$15 per trip.

**TAMPERING FEE \$100.00**

Tampering with a meter is a criminal offense (State Statute G.S. 14-151.1) \$500.00 fine, 2 years in prison, or both.

**METER RE-INSTALLATION FEE \$100.00**

**RETURNED CHECK / DRAFT FEE \$25.00**

A returned check or draft will require future payments by cash or money order only. After 6 months, customer may request option of paying by check again. A 2<sup>nd</sup> returned check/draft initiates a 3 year "cash only" payment status. If a check returns from the bank that was given to prevent disconnection, your services will be turned off on the day we receive the check back from the bank.

**SERVICE TRANSFER FEE \$25.00**

**WATER/SEWER RATES (FY 2018-2019) EFF 7/1/2018**

**Residential** Water/Sewer base rate 0-2000 gallons; \$74.45  
Usage over 2000 gallons billed at \$11.79 per 1000 gal.

**Hours of Operation**

Monday through Friday, except holidays  
8:00 a.m. - 5:00 p.m.

Telephone: 919-575-3367

Website: www.sgwasa.org

**After hours/emergency telephone numbers:**

**690-0444 690-0445 690-4777**

<u>Bill Date</u>	<u>Pay by 5:00pm on this date to avoid late fee</u>	<u>Pay by 5:00pm on this date to avoid cutoff</u>
10/25/18	11/05/18	12/12/18
11/25/18	12/05/18	01/14/19
12/25/18	01/07/19	02/12/19
01/25/19	02/05/19	03/12/19
02/25/19	03/05/19	04/15/19
03/25/19	04/05/19	05/13/19
04/25/19	05/06/19	06/12/19
05/25/19	06/05/19	07/15/19
06/25/19	07/05/19	08/12/19
07/25/19	08/05/19	09/16/19
08/25/19	09/05/19	10/15/19
09/25/19	10/07/19	11/12/19

*These dates are subject to change.*

**THERE ARE FIVE WAYS TO PAY YOUR BILL:**

- In person at Administrative Office between 8:00 a.m.—5:00 p.m. Monday through Friday, except holidays. We accept cash, check, cashier check, Visa, Master Card, Debit Card, and money order in the office. **NO STARTER / COUNTER CHECKS ACCEPTED**
- *Mail to:* South Granville Water and Sewer Authority  
415 Central Ave, STE B  
Butner, NC 27509-1915
- Bank draft (contact our office for details)
- Drop box located in parking lot (do not put cash in drop box)
- Online using debit or credit card

**Please include payment stub and/or account number on check or money order to insure proper credit to the account. When paying at the office, please bring entire bill with you.**

**Due to increased regulation, we cannot discuss account information with anyone except the customer whose name appears on the account. If someone else will be paying your bill (including a spouse, family member, roommate, etc.) always send the bill/stub. We cannot discuss any information with anyone other than the customer unless they have been previously authorized by completing the proper SGWASA form.**

If you have a problem or question regarding your bill, please contact our office at 575-3367 during regular business hours.