



Public Utilities
1630 US #1 Hwy
Youngsville, NC 27596

Phone: 919.556.6177
Fax: 919.556.6709

www.franklincountync.us

Customer Billing and Collections Policy Overview

Estimated Month for first bill: _____ Initial: _____

- Hours of operation: Monday through Friday from 8:00 am to 5:00 pm with the exception of holidays.
- Bills go out the first week in every month
- Bills are due by the 20th of each month to avoid the late fee
- Cutoff date is the 5th of the month
- After hours' emergency contact number is: (919) 496-6565
- Security deposit of \$100.00 is refundable upon the termination of services.
- Administrative fee of \$50.00 is non-refundable – see page 5
- Delinquent fees and late fees can be found on page: 5
- The water and sewer rates are on page: 6
- Forms of Payment Accepted: Cash, Check, Money Order, Bank Draft, Credit Card (MC, Visa, Discover) and Online Bill Pay. Credit Cards are only accepted at the counter. Online Bill Pay users will be assessed a \$2.50 convenience fee for each transaction.
- Bank draft form is located on page: 9
 - To establish the bank draft the form must be turned in with a voided check.
 - FCPU bank drafts on the 10th of each month unless the 10th falls on a Saturday or Sunday then it is the following Monday.
- On page 10 is the disconnection request to terminate services.
- The year-round mandatory water schedule can be located on page: 11
 - The odd and even numbers refer to the service address.

If there are any questions, please contact the office at the number listed above.

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Franklin County Public Utilities (FCPU)

*1630 US Hwy 1
Youngsville, NC 27596
Phone: 919-556-6177
Fax: 919-556-6709*

Customer Billing & Collection Policy

Policy, Procedures, Rate and Fee Schedules are approved and adopted by Franklin County Commissioners. These are subject to change annually.

Hours of Operation: Monday through Friday from 8:00 am to 5:00 pm

Establishing New Service/Disconnection of Service:

Anyone setting up a new account must complete an application and pay all applicable fees before service is to begin. Customer is required to notify the Administrative Office in writing or complete a disconnection request to discontinue service. Customer is responsible for account activity until a written disconnection notice is received. If service is disconnected for non-payment, billing will continue for a period of 30-days. If no response is received within that time, the customer's account will be closed and the security deposit applied. Franklin County Public Utilities will furnish utility services only to customers who are not currently delinquent and Franklin County Public Utilities has the right to deny utility services to a customer at any property or premises on account of an outstanding delinquency. All customers shall be required to show a government issued identification and proof of residency (ie: utility bills, cable television bills, telephone bills, deeds, and rental agreements) (G.S. 160A-312(B)); (G.S. 153a-275(b)). Approved types of government issued identification are:

PRIMARY ID	SECONDARY ID (Must be accompanied by at least 2 Supporting Documents)
Valid Driver's License from any U.S. state or territory	State Government Issued Certificate of Birth
Valid State ID from any U.S. state or territory	Voter Registration Card
Passport from any country	Vehicle Registration Card
Certificate of Citizenship (N560)	Social Security Card
US Active Duty/Retiree/Reservist Military ID Card (000 10-2)	

Franklin County Public Utilities reserves the right to change the date of service connection due to inclement weather and department emergencies.

- (A) **Pre-existing Service:** Public Utilities staff will make every attempt to connect service on the same business day. Service applications received after 2:00 p.m. will be handled on the next business day. In the event of unforeseen circumstances beyond our control, we reserve the right to connect service on the following business day.
- (B) **New Service:** Where tap installation is required, the service may take up to 10 business days for the installation process. Meters will be installed upon approval from the Franklin County Inspection Department.

Social Security Numbers: Franklin County Public Utilities reserves the right to request a social security number to be used for debt collection purposes. (G.S. 143-64.60) The customer can deny giving a social security

number to Franklin County Public Utilities, (5 u.s.c. § 552) however a higher deposit will be required on the account in the amount of \$150.00 to ensure final payment.

Applicable Fees: This includes Capacity, Acreage, Unit Privilege, Tap, Tap Bore, Security Deposit, Meter Set Fee, and Administrative/Turn on Fee. (Please see enclosed Rate and Fee Schedule for fee description).

Account Deposit: Security Deposits are required for each account. The amount is based on the FCPU Rate and Fee Schedule. Deposits are not interest bearing and will be held for as long as there is an active account. (G.S. 153A-277 and G.S. 160A-314) Once the account has been closed, the account will be final billed, the Security Deposit will be applied to the account and any remaining credit balance will be refunded to the customer.

Billing: Utility meters are read once a month. The County reserves the right to vary the meter reading dates due to weather, weekends and holidays. FCPU reserves the right to estimate bills during extreme situations. Utility bills for water/sewer service will be calculated in accordance with Franklin County's yearly published Rate and Fee Schedule and based on the amount consumed for the period covered by the meter reading. Bills will be mailed on or before the fifth (5th) of each month. Bills are due when rendered and become delinquent if not paid by 5:00 p.m. on the due date (20th) printed on the utility bill. **Failure to receive bill does not prevent the customer's obligation to pay for services rendered.**

Collections: Payment may be made by cash, money order, bank draft, check or credit card (at the counter or via online only). Payments are accepted in person, by mail or drop box. (Note: Drop box is for after hours payments only. Payments left in the drop box during business hours will not be posted until the next business day). All accounts not paid by 5:00 p.m. on the 20th of each month will incur a late fee. All accounts not paid by 5:00 p.m. on the 5th of the month will be considered delinquent. The disconnection process will begin on the 5st day of the following month for delinquent accounts. Once your account becomes delinquent, the customer is obligated to pay present month's billing, previous month's billing, all late fees, and a delinquent fee. **The delinquent fee will be applicable even if service is not physically interrupted.**

Return Check or Non-Sufficient Bank Draft: Accounts paid by check or bank draft with non-sufficient funds will be disconnected immediately upon notification to the Administrative Office. A fee of \$25.00 will be charged to the customers account for a check on which payment has been returned for insufficient funds or because the did not have an account at the bank. (G.S. 25-3-506; G.S.25-3-104; G.S. 25-1-201(28) and (30) Any non-sufficient fund account must be paid in full by cash or money order before service can be restored. Legal proceedings will begin to collect any debt owed to FCPU. If more than one returned check or non-sufficient fund bank draft is received by FCPU, all future payments must be made by cash, money order, certified check or credit card.

Pretreatment Program: Franklin County is the holder of an NPDES Permit #NC00069311 to operate a wastewater treatment facility serving Franklin County and the Towns of Franklinton and Youngsville. Non-residential customers discharging wastewater directly or indirectly into this treatment facility are required to comply with Franklin County Public Utilities Pretreatment Program. No non-residential customer may begin discharging into the system until a permit (if needed) has been issued for such discharge. The permit process requires at least ninety days prior notice. An Administrative Fee will be invoiced monthly as long as the permit is in effect, as well as Pretreatment Surcharge Fees. A letter will be supplied by Franklin County Public Utilities when permit is issued with an explanation of all applicable fees.

Administrative Office: The Administration Office is open Monday through Friday from 8:00 am until 5:00 pm, with the exception of holidays. Please feel free to contact us if you have any questions. If an emergency arises after office hours, please call the Franklin County Communications @ 919-496-6565. We will be notified of the emergency and get there as quickly as possible.

The staff at Franklin County Public Utilities work continuously around the clock to provide top quality service. We ask that all of our customers help us to protect our

water sources, which are the heart of your community, our way of life and our children's future.

***Franklin County Public Utilities
Rate and Fee Schedule
Effective
July 1, 2016 Billing thru June 30, 2017***

SECURITY DEPOSIT: \$100.00 (*refundable after the closing of account, deposit will be applied to the final bill*)

ADMINISTRATIVE FEE: \$50.00 (*non-refundable*)

METER SET FEE: ¾ inch and 1 inch: \$100.00

WATER TAP FEE

¾ inch: \$1,000.00
1 inch: \$1,100.00
2 inch: Cost + 10%
➤ 2 inch: Cost + 10%

SEWER TAP FEE

4 inch: \$950.00

There is an additional charge for boring under the road for 2 inch or greater water or sewer taps: Cost + 10% for each bore.

Cost of 2" and greater meters will be paid by customer.

UNIT PRIVILEGE FEE FOR MULTIUSERS SERVED BY SINGLE TAP:

Water: \$150.00 Per unit
Sewer: \$200.00 Per unit

ACERAGE FEE:

All subdivisions approved by Franklin County Planning Department are grandfathered. Pay when plats are recorded. Developer and or builders get credits if they upsize of build in excess of their requirements.

Water: \$150.00 Per Unit
Sewer: \$200.00 Per Unit

DELINQUENT FEE: \$35.00 - a fee that is charged to any outstanding balance on cut off day. Note: delinquent fee applies whether customer has been physically turned off or not.

CALIBRATION/TESTING FEE: \$20.00 – is a fee charged to the customer when a request to test a meter is received. No fee will be charged if the meter, when tested is not demonstrating > 95% accuracy.

NON SUFFICIENT CHECK OR BANK DRAFT FEE: \$25.00 - A fee charged to the customers account for a check or bank draft on which payment has been returned for insufficient funds or because they did not have an account at the bank. (G.S. 25-3-506; G.S.25-3-104; G.S. 25-1-201(28) and (30)

LATE PAYMENT FEE: \$7.50 – a fee charged to the customers account when not paid by the 20th of each month.

METER INSTALLATION NOT READY FEE/FINE/PENALTY: \$25.00 - a fee charged when a meter has been requested to be set and can not be completed due to the address not being posted or a stub up has not been installed. Payment will have to be made before meter can be set.

CAPACITY REPLACEMENT FEE: RESIDENTIAL

This fee is to be paid at the time of service request and shall be based on North Carolina Division of Water Quality Standards.

Water: \$350.00 Per Bedroom
 Sewer: \$400.00 Per Bedroom

CAPACITY REPLACEMENT FEE: (COMMERCIAL/INDUSTRIAL)

Water usage will be averaged for the first three months of operation and calculated for the Water and Sewer Capacity Replacement Fee and is due upon receipt.

Pretreatment Administrative Fee: \$100.00 / per monthly billing

Hydrant Meter: A \$750.00 deposit is required for the temporary installation of a hydrant meter. This deposit will be refunded after the meter has been returned. FCPU will not be responsible for the theft of or damage to the meter while not in our possession. Water usage will be billed separate from the deposit.

Tampering Fee: Anyone found tampering with Franklin County Public Utilities property will be charged accordingly. FCPU charges \$250.00 per property for tampering with the meter. If a second occurrence happens the customer will be charged \$500.00 for tampering.

****County reserves the right to seek legal action.****

A convenience fee of \$2.50 will be charged for all payments made through online bill pay!

Water and Sewer Rates		
Services	Water	Sewer
Municipal	\$7.30 per 1,000 gallons	\$6.38 per 1,000 gallons
High Volume	\$5.75 per 1,000 gallons	\$7.70 per 1,000 gallons
Low Volume	\$30.00 for 0-2,000 gallons	\$35.00 for 0-2,000 gallons
	\$7.30 for every 1,000 gallons over 2,000	\$7.70 for every 1,000 gallons over 2,000
Landlord (outside of the Town of Franklinton)	\$7.30 for every 1,000 gallons	\$7.70 for every 1,000 gallons
Multiuser	\$11.00 per service connection	\$27.50 first 2,000 gallons
	\$5.75 for every 1,000 gallons	\$7.70 for every 1,000 gallons over 2,000
Fog Permit (Fats, Oil, Grease)	\$10.00 per month + cost of sample (yearly)	

Town of Franklinton Water and Sewer Rates		
Services	Water	Sewer
Low Volume	\$25.00 for 0-2,000 gallons	\$30.00 for 0-2,000 gallons
	\$7.30 for every 1,000 gallons over 2,000	\$7.70 for every 1,000 gallons over 2,000

*Franklin County Public Utilities***Equipment Fee Schedule
(2016-2017)**

Backhoe	\$60.00 / Hr.
Dump Truck	\$40.00 / Hr.
Service Truck	\$25.00 / Hr.
Compressor	\$15.00 / Hr.
Pumps (3 inch)	\$10.00 / Hr.
(6 inch)	\$25.00 / Hr.
Tamp	\$10.00 / Hr.
Sewer Jet Machine	\$50.00 / Hr.

All costs are for equipment only and do not include labor cost or cost of parts used.

Surcharge Fees for Fiscal Year 2016– 2017

Administrative Monitoring Fee per Month: \$100.00

Parameter	Abbreviation	Cost/Lb.
Biochemical Oxygen Demand	BOD	\$0.50
Chemical Oxygen Demand	COD	\$0.50
Chlorides	CL	\$0.50
Total Suspended Solids	TSS	\$1.00
Ammonia Nitrogen	NH3	\$5.00
Oil & Grease	O&G	\$5.00
Total Kjeldahl Nitrogen	TKN	\$5.00
Nitrate & Nitrite	NO2 + NO3	\$5.00
Total Nitrogen	TN	\$5.00
Total Phosphorous	TP	\$5.00
Aluminum	AL	\$100.00
Arsenic	AS	\$100.00
Cadmium	CD	\$100.00
Chromium	CR	\$100.00
Copper	CU	\$100.00
Color	Color	\$100.00
Cyanide	CN	\$100.00
Nickel	NI	\$100.00
Lead	PB	\$100.00
Mercury	HG	\$100.00
Silver	AG	\$100.00
Zinc	ZN	\$100.00
Total Toxic Organics	TTO	\$100.00
pH	Units	\$100.00/Unit
Flow	Gallons	\$100.00/1000 Gallons

Administrative Monitoring Fee is paid each month by each permitted facility for the administration of the Pretreatment Program.

Surcharge Fees are charged to those facilities permitted to discharge under a Pretreatment Discharge Permit, per pound fees are charged on those parameters listed in the permit that exceed the permitted limit.

$(\text{MG/L Discharged} - \text{Permitted MG/L}) = \text{MG/L over} \times \text{flow (gpd)} \times 8.34 = \text{pounds}$

Reimbursement of Lab Fees at actual costs as billed to Franklin County Public Utilities from certified laboratory performing analysis.

Fines and Penalties will be charged in accordance with the enforcement response plan as approved by the North Carolina Division of Water Quality.

FRANKLIN COUNTY PUBLIC UTILITIES ELECTRONIC BANK DRAFT PAYMENT FORM

Customer service department – 1630 US HWY 1, Youngsville, NC 27596
(919) 556-6177 Fax (919) 556-6709

Please read this form very carefully before signing.

Bank Draft is a service in which your monthly bill is withdrawn electronically from the financial institution of your choice. The funds will be debited from your account on the 10th of each month. To receive the many benefits of this service, you will need to sign this authorization to allow Franklin County to debit your checking account. Consider the following benefits:

- There is no need to waste time and money mailing a check.
- Payment information is strictly confidential.
- There is no cost for you to participate in the program.

Authorization agreement for **adding, removing, or changing banks** from which my utility account will be electronically drafted.

I authorize Franklin County Public Utilities to:

- _____ Add my utility account to electronic bank draft status
- _____ Remove my utility account from electronic bank draft status
- _____ Change banks and/or bank accounts for my electronic bank drafts

- *Remember, if you have more than one utility account you must list all utility accounts that you wish to add, remove, or change information on regarding electronic payments.*

I agree to the following provisions of Electronic Payment Processing:

1. I understand that **no changes** will be made to my utility account regarding electronic bank draft unless a copy of this form is **completely filled out for every status change**.
2. **Changes regarding financial institutions or bank accounts will not be made to my account unless I fill out another copy of this form.** If I close out my bank account BEFORE notifying Franklin County Public Utilities and I have an electronic payment already scheduled to be drafted from my utility account, **I will be responsible for any resulting returned check charges.**
3. **I am responsible for any collection charges** due if an electronic payment is returned as uncollected for any reason (for example: nonsufficient funds, closed bank account, incorrect account numbers). Franklin County Public Utilities will process all returned items in accordance with its policies for all past due utility bills.
4. I will provide Franklin County Public Utilities with a **voided check with the correct routing and bank account numbers** along with this form before I can be added to electronic bank draft status.

Name on Account

Financial Institutions Name

Routing Number

Account Number

Customers Service Address

Customers Account Number *for multiple write them on back

Customers Signature

Date

Telephone Number

Official Use Only

Date Processed: _____

Customer Service Representative Signature: _____

FRANKLIN COUNTY PUBLIC UTILITIES

SERVICE DISCONNECTION REQUEST

Customer service department – 1630 US HWY 1, Youngsville, NC 27596
(919) 556-6177 Fax (919) 556-6709

At least 24 hour notice required – Monday-Friday only

Account # : _____ Date: _____

Customer Name: _____ Telephone Number: _____

Service Address: _____

Forwarding Address: _____

Date to be disconnected: _____

Please be advised:

Water services could be turned off as early as 7:00 am on requested disconnection date _____
Initials

Did you sell the Property? **Yes** **No** Did you rent the property? **Yes** **No**

Lease expiration date: _____

Are you bank drafted? **Yes** **No**

If yes, do you want the final bill to be drafted? **Yes** **No**

By signing this request, you agree to pay the balance within fifteen (15) days of receipt of the final bill. If balance is not paid any and all information will be used to collect a debt from the NC Debt Set-Off Program (G.S. 105A-1 through G.S. 105A-16).

We are required to keep a signature on file when an account is opened and closed. If this property is being sold, or rented out please advise the new owners or tenants that they will need to come to our office to establish service. Thank you for your cooperation in this matter.

By my signature below, I acknowledge that I have read and agree to the above listed conditions and any questions have been answered satisfactorily. I also understand that the water service could be turned off as early as 7:00AM on the disconnection date listed above.

Customers Signature: _____ Date: _____

Official Use Only

Date Processed: _____

Customer Service Representative Signature: _____



May 22, 2009

To all Franklin County Water System Users:

The Franklin County Board of Commissioners formally adopted a year-round lawn irrigation schedule on February 18, 2008. The recommendation was made by the Public Utilities Department in response to increasing demand on the water system for non-essential uses.

Franklin County officials felt it necessary to implement additional mandatory water rules to protect the public health, safety, and welfare through the provision of adequate water for drinking, sanitation, and fire protection services.

These new rules became effective on the date of adoption and the Franklin County Public Utilities Department will start enforcing them on March 1, 2008. Please refer to the chart listed below for specific information regarding water use:

WATER USE	IRRIGATION SCHEDULE
Automatic/non- automatic irrigation systems	ODD -Tuesdays & Saturdays EVEN -Wednesdays & Sundays 12 a.m.(midnight) - 10:00 a.m.
Hose End Sprinklers	ODD -Tuesdays & Saturdays EVEN -Wednesdays & Sundays 6:00 am-10:00 am/6:00 pm-10:00 pm
Hand-Held Hose	ODD -Tuesdays & Saturdays EVEN -Wednesdays & Sundays 6:00 am-10:00 am/6:00 pm-10:00 pm
Vehicle Washing	No Restrictions
Pressure Washing	Saturday & Sunday
No Watering Allowed	Mondays, Thursdays, & Fridays

The mandatory water restrictions also limit the use of Franklin County supplied water for other uses such as power washing driveways, sidewalks, decks, patios, streets, and exterior building surfaces except on Saturdays and Sundays. The commercial use of power washers is permitted under these restrictions.

The mandatory water use restrictions apply to all Franklin County Water Customers including those in the Town of Youngsville, Town of Bunn, and Lake Royale.

The first violation of these will result in a written warning, a second violation will result in a \$200 fine, a third violation will result in a \$500 fine, and a fourth will result in disconnection of the water service.

Franklin County is working hard to manage our available resources and your cooperation in this effort will be greatly appreciated. If you have questions concerning this matter, please feel free to contact the Public Utilities Department @ 919-556-6177 or visit the county website www.franklincountync.us.