

## **Water Office**

South Mills Water billing and collection office is located at 103 Halstead St right behind the South Mills Ruritan Club in South Mills.

Office hours are from 8:00 am to 5:00 pm Monday thru Friday.

To report after hours emergencies or water leaks, please call 252-312-5021

## **New Accounts: Rental**

The South Mills Water requires a security deposit of \$200.00 for each rental. This fee covers the home owner and is refunded once the final bill on the account has been paid.

In the event a renter moves without prior notice, the account will be finalized, the security deposit will be applied to cover the final balance, and the remainder of the deposit will be sent to the previous address.

Please bring the following in to the office prior to 4:00 pm, if you wish to have the water connected that same day.

1. Driver License
2. Security Deposit of \$ 200.00 (cash, check or money order)
3. Transfer Fee of \$15.00 (cash, check or money order )

## **New Accounts: Owners**

If there is not a water agreement on file, bring in the following:

1. Driver License
2. Deed or Settlement paper
3. \$ 4,000.00 payment for water tap fee

Once you come in the office, we will fill out the water service agreement and give you a blue flag of where you'd like your meter installed.

## Moving

Due to issue with identity Theft, we can no longer accept request for disconnection over the phone. If you are moving or need to change your billing address please come in to the office, fax, mail or email your request along with a copy of your driver's license.

If you moving an need to disconnect your service you will need to fill out a disconnect form . You can get the form from our office or our website.

## Billing

All bills are mailed on the first of each month through the U.S. Postal Service. If you do not receive your bill, you are still responsible for payment. You may call or come by the office to find out the amount of your bill.

Water bills reflect the usage for the previous month (example: bills mailed the first of June reflect water usage for April/May ). The usage dates are shown on the bottom left corner of your bill.

## Payments

1. Pay in Cash, Money Order or Check at the South Mills Water office, 8:00 am – 5:00 pm Monday – Friday located in South Mills.
2. Place your payment in the night drop between the hours of 5:00 pm – 8:00 am located to the right of the first door of our office.
3. Mail your payments to South Mills Water Association, Inc  
P. O. Box 279  
South Mills, NC 27976
4. Pay with your Visa or Master Card [www.smwa.biz](http://www.smwa.biz).  
You will need your account number. Transaction fees apply.

## **High Bills**

If your bill increases substantially in one month, and you have not increased your usage, you may have a water leak. There are several things you can check including any loose connections, broken pipes, and bathrooms for leaky toilets or faucets. You may call the office and we will send a service technician to check your meter.

If we do not find any problem with the meter, and the issue is on your side, a \$15.00 charge will apply. If the problem is not our equipment, we will suggest you call a license plumber. If you'd like to read your meter and call the office with the reading, we'll be glad to further assist you to compare your reading with ours.

## **Bad Checks**

Accounts with return check will incur a \$30.00 NSF charge and your account will be flagged. You will receive a notice in the mail, and will have 7 days to make the check good, pay the NSF fee or your water will be disconnected. A \$10.00 late penalty may also apply. A reconnection fee will be added to your account if disconnected.

## **Late Fees**

A late fee of \$10.00 is incurred at 5:00 pm on the 15<sup>th</sup> of each month on all account with a balance. If the 15<sup>th</sup> falls on a weekend, late fees are incurred at 5:00 pm on the next business day.

## **Disconnection**

Account that are in arrears, are two billings and two penalties behind are subject to disconnection. Shut off notices are mailed the day after the due date each month. The balance must be paid in full, or your water will be disconnected. If your bill is not paid in full before 8:00am on disconnected day the following \$35.00 fee will apply to your account.