



TOWN OF WILKESBORO



UTILITY BILLING INFORMATION

WILKESBORO TOWN HALL
203 West Main Street, Wilkesboro, NC 28697
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OPENING A UTILITY ACCOUNT

Welcome to Wilkesboro. You will need to come inside of Wilkesboro Town Hall AND bring the following with you. **New accounts CANNOT be setup over the telephone.**

1. All new customers must provide the following:
 - Telephone number
 - US Government photo ID
 - Social Security Card or Federal Tax ID (*business*).
2. Payment is required before utilities can be connected.
 - Activation Fee \$15.00 (*non-refundable*)
 - Deposits are required: These fees are set by the Town Council.
 - Residential \$75 (*refundable upon closing account or will be applied to any outstanding balance*)
 - Commercial \$125 (*refundable upon closing account or will be applied to any outstanding balance*)

➔ **If above Identification cards are not provided, the deposit will increase to following rates:**

- Residential \$150
- Commercial \$250

3. If renting a residence or business, they must provide either the renters agreement or lease agreement. Only the person whose name is on the agreement can have utility services connected in their name.

sun	mon	tue	wed	thu	fri	sat
				1	2	3
4	Utility Bill Prepared	6	Utility Bill typically mailed	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28			

sun	mon	tue	wed	thu	fri	sat
				Utility Bill Due on 1st	2	3
4	Grace Period ENDS at 12 noon	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

BILLING CYCLE

- Staff start preparing the utility bills on the 5th at 12:01 pm and will be mailed out no later than the 15th day of each month.
- Utility bills are DUE the 1st of the following month.
- A grace period is given. It starts on the 2nd and ends on the 5th at 12 noon of each month. No Exceptions.
- Utility bills are assessed a late fee of \$10 or 10% (*whichever is greater*) at 12:01 pm on the 5th of each month to any delinquent bills.

PAYMENT LOCATIONS

- Mail
- Night Deposit Box 24/7
- Town Hall Drive-thru - Monday-Friday, 8:00 AM-5:00 PM
- Online at www.wilkesboronc.org - see **Pay Online** button on home page
- Town Hall Payment Counter - Monday-Friday, 8:00 AM-5:00 PM
- ACH - requires an e-billing and email. Email arrives on 5th and payment withdrawn on the 20th. If 20th is on a weekend or holiday, it will be withdrawn on the next business day.

FORMS OF PAYMENT

- Cash
- Check
- Money order
- ACH (Auto-draft)
- Visa
- Mastercard
- Discover
- American Express



SPECIAL CIRCUMSTANCES

- The town will try to work with any customer on a payment schedule agreement, if necessary.
- A customer must contact the town ***prior to the disconnect date*** for pay agreement in order to avoid any penalty charges.
- However, if a customer ***does not abide by the pay agreement*** with the town, disconnection will occur.
- **If disconnection occurs**, personal checks will not be accepted. You must bring cash, certified check, money order, debit or credit.
- **If disconnection occurs**, the customer cannot pay online and get reconnected on the same day. Our online payment system is through a third party and is 1 day behind our current financial system.

DISCONNECTIONS

- Bills are due on the first (1st) of each month. The customer is given a grace period until **the fifth (5th)** day of the month.
- **If a bill is not paid by the fifth (5th) day of the month the bill is due (BEFORE 12:00 PM/noon), the town has the right to disconnect services. It does not matter if the fifth (5th) falls on a weekend or holiday since this is a grace period. No extra time will be given.**
- The town will not provide any late notice of past due bills.
- If disconnection occurs the customer will be charged a **\$50.00 fee** for reconnection.
- If reconnection is needed more than one time in a twelve (12) month time-period, **the reconnection fee will be increased to \$100.00.**
- **If disconnection occurs, personal checks will not be accepted.** You must bring cash, certified check, money order, debit or credit card.
- **If disconnection occurs, the customer cannot pay online and get reconnected on the same day.** Our online payment system is through a third party and is one (1) day behind our current financial system.
- The town may retain a collection agency and/or use the state debt set-off service to collect on any bills that are delinquent. G.S. 18C-134, G.S. 105A)

LEAKS



Check your toilet for leaks with Kool-Aid

You will want to use a darker color powder for this so you can see it. Empty a pack of Kool-Aid into the tank (back) of your toilet. Don't flush the toilet! Leave overnight. If you see the color in the bowl (front), there's a leak present.

A continuous leak from a hole this size does waste this amount of water per bill and cost you approximately per bill. (Residential inside town limits)

- **1/4" hole = 787,667 gal = \$1,000.00**
- **3/16" hole = 444,000 gal = \$ 550.00**
- **1/8" hole = 197,333 gal = \$ 250.00**
- **1/16" hole = 49,333 gal = \$ 70.00**