



Town of Nashville Utilities Customer Service Policy

Updated: February 2024

Our Mission:

Our purpose is to provide excellent service to the residents of Nashville. We aim to treat all our customers and stakeholders fairly and respectfully.

Establishing Service:

To obtain water, sewer, and garbage & recycling service, you will need:

- a completed service application
- \$45 application fee (non-refundable)
- \$200 security deposit (refundable)*
- government-issued photo ID
- proof of property ownership or a lease agreement

You can complete the application process on the Town's website, or in person at Town Hall. All individuals listed on the proof of ownership or lease must be included in the application. All occupants over 18 years of age, having knowingly and willingly accepted utility services at an address falsely in the name of another person will be held responsible for service charges at that address.

If you have an outstanding balance on a closed account, you must pay the amount owed prior to starting the new service.

Garbage, recycling, and yard waste services are automatically provided to all utility customers within town limits. The monthly garbage & recycling fee cannot be waived unless private service has been approved at a given address. Please see the Solid Waste Collection Policy for more information regarding garbage & recycling services.

The Town will make every effort to provide a same-day service connection if the application is completed and all fees are paid by 2 p.m. Monday-Friday. Otherwise, services will be connected before 2 p.m. the following business day.

Residential Security Deposits:

*You must pay a \$200 security deposit at the time of application prior to services being connected.

- Applicants who enroll in autopay at the time of application will be waived the security deposit. The customer must remain enrolled in autopay for a year without any returns; otherwise, a security deposit will be charged to the account.
- **Applicants must provide a social security number to start utility services.**



Once you have been a customer for 12 months with no late payments or returned checks, you may request the security deposit to be credited to your bill. The Town will not automatically apply your deposit to your account after a year in good standing.

Property Managers/Rental Properties/Developers:

Property managers, apartment complexes, landlords, and developers may apply for a landlord account. Landlord account applicants will need:

- a completed service application
- \$200 service application fee
- security deposit equal to \$200 per service address with a maximum of \$2,500

An irrevocable letter of credit from an FDIC insured bank in the amount of \$2,500 will be accepted in lieu of a security deposit. The entire security deposit or letter of credit will remain with the Town until the landlord account is terminated.

Services for landlord accounts will remain active:

- When a tenant contacts the Town to close their utility account at an enrolled address, a Public Works technician is dispatched to obtain a meter reading for final billing on the tenant's account.
- The landlord's account then becomes active, with no disruption of services.
- The landlord's account will remain active, and the landlord will be responsible for all services and charges, up until the time that a new tenant establishes service on their own account with the Town.
- When a new tenant contacts the Town to open an account at the enrolled address, a Public Works technician is dispatched to obtain a meter reading for final billing on the landlord's account.
- A new account becomes active in the new tenant's name, with no disruption of services.

Transferring Services:

A residential customer may transfer services to a new address by completing a transfer application and paying a \$45 application fee and security deposit, if required.

- No security deposit will be required if you did not have any late payments within the last 12 months at your prior address.
- A security deposit will be required if you had late payments within the last 12 months at your prior address (excluding months for which a payment arrangement was in effect).
- If a security deposit is on file at the prior address, it will be automatically applied to the final bill at the prior address. Any balance due or credit remaining on the prior account after the final bill is generated will be transferred to the new account.

Termination of Services by Customer

To terminate services, you must be able to verify at least two pieces of personal information:

- social security number



- driver's license number
- Birthdate
- account number
- address

You must provide a forwarding address where your refund or final bill will be sent. The security deposit will automatically be applied to your account. The Town does not refund amounts of \$1.00 or less. The application fee is non-refundable.

The termination request must be made by 2 p.m. on the requested termination date. The customer is responsible for all service charges up to the time service is terminated. All final charges not paid by 90 days after the final bill date will be sent to collection and may affect your credit rating.

Deceased Customer and Estate Account Holder

Active accounts cannot remain in the name of a deceased person. The current owner, responsible party, or occupant(s) of the property must establish an account in their name(s) to maintain active service.

To transfer an account into the ownership of an estate, you will need to provide a death certificate and executor letter in addition to all other standard application requirements.

If the Town receives a notice that an account holder is deceased, the Town will mail a notification of account closure to the address on record. The letter will set forth a date by which a new account must be established. If an account has not been established by the date specified in the letter, services will be immediately subject to disconnection.

All occupants over 18 years of age, having knowingly and willingly accepted utility services at an address in the name of a deceased person will be held liable for all service charges at that address.

Billing & Due Dates

Utility bills are generally mailed on the first business day of the month for the prior month's usage. The Town has no control over the post office or late/lost mail. You are responsible for paying your bill by the due date even if the post office fails to deliver the mail to you in a timely manner. Account balance information can also be obtained on the Town's website, or by calling customer service.

- Payment is due by the 18th of each month.
- If payment is not received by 11:59 p.m. on the 18th, the account is considered past due, and a 5% late fee will be charged. All payments received in the drop box at Town Hall by 8 a.m. on the first business day following the 18th will be considered on time.
- If payment is not received in full by 11:59 p.m. on the 28th, then a \$50 nonpayment fee will be charged, and the account will be subject to disconnection. No second notice will be sent. All payments received in the drop box at Town Hall by 8 a.m. on the first business day following the 28th will be considered on time.
- Payments postmarked by the 17th that are received by the Town by the 20th will not be considered past-due.



Disconnection for Non-payment:

Once service has been disconnected for nonpayment, you will have three business days to pay the past-due balance plus late/non-payment fees. If payment is not received within three business days, your account will be closed. Your security deposit will be applied to the outstanding balance. If you are owed a refund, it will be mailed to the address on file. If there is a remaining balance due, the Town will proceed with debt collection by any means available. All final charges not paid by 90 days after the final bill date will be sent to collection and may affect your credit rating.

Reinstatement of Service following Non-payment Disconnection:

Before service will be re-instated, you will be required to:

- Pay the balance in full.
- Pay the application fee and security deposit.

The Town will make every effort to reinstate services on the same day if all fees are paid by 4 p.m. Otherwise, services will be reinstated by 12 p.m. the following business day.

Medical Exemption

If you have a medical hardship, you can request a medical exemption to prevent water & sewer disconnection and/or enroll in rollout cart assistance. The Medical Exemption form must be completed and signed by your doctor. Upon receipt of the completed and signed form, the Town will make every effort to ensure that access to Town water will not be disrupted unless in an absolute emergency. You are still responsible for paying your bill by the due date each month to avoid late fees.

Payment Arrangements

If you are unable to pay by the due date, you can request a payment arrangement. It is your responsibility to make a payment arrangement with the Town as soon as possible prior to the due date. If you fail to adhere to the arrangement, the arrangement will be voided, and you will be subject to late fees and disconnection. The Payment Arrangement Request form can be found on the Town's website. A copy of the form can also be obtained at Town Hall.

Rates

Refer to the annual Town Fee Schedule located on the Town's website.

Accepted Payment Methods

- Online & Phone: credit & debit card (fee applies) / e-check (fee applies)
- Mail & Night Deposit Box: cash / check / money order
- Automatic Bank Draft (no fee)

Returned Payments

There is a \$25 fee for payments returned due to insufficient funds. Please be aware that your bank may also assess a fee in addition to the fee charged by the Town.



Billing Adjustments Policy:

Late Fees and Non-payment Penalties:

To be eligible for a waiver of late fees and/or non-payment penalties, you must first pay the past-due balance in full. Only one late fee waiver will be granted per year.

Swimming Pool Fill-ups:

Residential customers can request a waiver of sewer charges for swimming pool fill-ups. To request an adjustment, you must notify the Town of the start and finish dates when the pool will be filled. The request must be made at least two business days in advance of the fill-up date. The bulk water rate will be charged for swimming pool fill-ups. Swimming pool adjustments are limited to one adjustment per season.

Adjustments for a leak in the pool after initial fill-up will be granted only if you produce a receipt with proof of repair.

Leak Adjustments:

If you receive a higher than usual bill, you may be eligible for a billing adjustment. To qualify, the registered usage must be at least double the annual monthly average usage. Only two consecutive months may be adjusted. Leak adjustments will be based on the type of leak, and all additional requirements of this policy must be met.

- If a leak occurs on a preventable/accessible water pipe (toilet leak, leaking faucet, etc.) the water charges only will be credited by one-half the amount that exceeds the monthly average. There will be no adjustments made for sewer charges.
- If a leak occurs in a non-accessible area such as underground lines, pipes within walls, water heaters, one-half of the water and sewer charges will be adjusted to the monthly average.
- If hoses are left on over a period, or if water is stolen from a hose bib, the customer may request a one-time financial adjustment on one-half of the sewer charges only.
- If a Town Public Works employee determines that a leak is the result of faulty Town equipment, then water and sewer charges will be fully adjusted to the average for all months affected.
- If both a plumber and Town Public Works staff can find no plumbing related problems, and the usage has returned to normal, the customer may request a one-time financial adjustment.
- Should a customer have two leaks within a one-year period, they may elect to have the greater of the two adjustments applied to their account.
- Billing adjustments will not exceed \$500 for residential customers without the approval of the Town Manager.
- Base fees and garbage & recycling fees are not eligible to be adjusted.

No adjustments will be granted where the following situations exist:



- Usage above the customer's monthly average is due to seasonal usage such as watering of sod, gardening, washing vehicles, etc.
- Town of Nashville staff have notified customer of high-water usage and repair is not made within two (2) billing cycles.
- If a leak was caused by a third party, and is reimbursable or is covered by insurance, then no adjustment will be made by the Town of Nashville.
- Wholesale customers are not eligible for leak adjustments.

To receive a billing adjustment, you must submit an Adjustment Request Form. The form can be submitted via the Town's website, or in person at Town Hall.

All leak adjustments require documentation, such as a plumber's receipt, certifying that the leak has been repaired.

If you are awaiting an adjustment, you must pay the entire amount due within the normal payment period or request a payment arrangement. If payment is not received on time or you fail to adhere to the payment arrangement, you will be subject to late fees and disconnection.

If it is determined that you are eligible for a leak adjustment, then the procedure is as follows:

Your account is averaged for the prior 12 months (or history available) excluding the months in question. Seasonal averages will not be used.

If an average consumption is not available, then the adjustment amount will be calculated based on the national average per-person consumption of 2,000 gallons per month.

Access to Premises

Authorized agents of the Town must have access at all reasonable hours to the customer's premises for the purposes of installing or removing town property, inspecting piping or apparatus, reading or testing meters, or for any other purpose in connection with the Town's service or facilities.

Application for service shall constitute your consent to access your premises for these purposes.

Service Interruption

The Town reserves the right to discontinue or interrupt service temporarily for any of the following reasons:

- Emergency repairs.
- Supply or treatment issues.
- Strike, riot, flood, accident, act of nature or any other unavoidable cause.

The Town will make a good-faith effort to notify you before discontinuing or interrupting service.

By applying for service, you agree to hold the Town harmless from liability for any damages that may occur due to the discontinuance or interruption of service.

Right to a Hearing



You have the right to be heard by an employee designated by the Town Manager if you wish to dispute the accuracy or legitimacy of the services provided or fees charged. The hearing will be held informally either in person or over the phone. You must request a hearing by calling the Town of Nashville Finance Department prior to the service termination date to avoid late fees or service interruption or collection actions. Following the hearing the designated employee will inform you in writing of the outcome of the hearing. You will have three business days to pay the account in full or make a payment arrangement to avoid late fees or service interruption.

Policy Violations and Meter Tampering

North Carolina General Statutes provides specific penalties for anyone who tampers, alters, or otherwise interferes with the delivery of water or sewer service to customers (N.C.G.S. 14-151). An initial violation of this section is a Class 1 misdemeanor; second and subsequent violations are classified as a Class H felony; violations resulting in significant property damage or public endangerment are a Class F felony; if the action results in death and is not covered under another provision of law providing a greater punishment, it is a Class D felony. Anyone found to have violated any provision of this policy or the law shall be fined \$250 plus triple the amount of damages or \$5,000, whichever is greater, and furthermore may be subject to criminal prosecution.

These policies have been written to comply with rules and regulations provided by ordinance, code, resolution, or otherwise of the Town of Nashville for water, sewer, and garbage & recycling services as are now in force and are to be deemed a part of the Contract for "Application for Water, Sewer, and Garbage & Recycling Services".





Customer Acknowledgement

I have read and understand all sections in the Town of Nashville Customer Service Policy. I understand that to receive service compliance is required.

Signed: _____

Date: _____

