



Utility Collection Policy

BILLING CYCLE INFORMATION

- Bills are generally mailed out the first week of each month.
- A bill is past due if not paid by 5 p.m. on the 25th day from the bill date.
- A second notice will not be mailed since the past due date is referenced on the original bill. Billing Information (Landis has only one billing cycle at this time)
- Service is scheduled to be discontinued if payment is not received by 5 p.m. on the 45th day from the bill date. A \$75.00 administrative fee and past due balance must be paid before service is reconnected.
- An additional \$75.00 fee will be charged to all customers who request service to be reconnected after 5 p.m. No service will be reconnected between the hours of **9p.m. and 8 a.m.** The past due is expected to be paid by noon of the next day or the service will be cut back off and an additional \$75.00 will be charged for disconnection.
- A charge, as outlined in the Fees, Rates & Charges Schedule, will be imposed against any customer who reconnects his own meter. This is considered meter tampering. This will incur a Meter Tapering Fee, Meter Cost fee and a deposit for any future meters.
- Customers who think a bill is in error or otherwise have reason to protest termination of utility service may contact the Utility Services Department for an informal review with the Utility Services Director at Town Hall between 8 a.m. and 5p.m., Monday through Friday (except on Town holidays) by telephone (704)-857-2411 press 1 and 1 again or by emailing utilityservices@townoflandis.com

DROP BOX FOR PAYING AFTER HOURS

- For customer convenience, a drop box is located on the backside of Town Hall 312 S Main St Landis, NC, 28088 A check and billing stub may be deposited in the box. For added security, please do not deposit cash in the after-hours depository. If you do not have an envelope a courtesy envelope may be provided. Payments put in the box after 8am will be considered next-day payments.

TOWN HALL CASHIER WINDOW AND LOBBY ARE OPEN MONDAY-FRIDAY 8AM -5PM (EXCLUDING TOWN HOLIDAYS)

- Late Fees: Payment Extension Contracts do not eliminate the late fee that will be charged on all unpaid balances. A late fee will apply if payment is not paid by the 25th day of the month following the bill date. Fees will be applied on the 26th unless the 26th falls on a weekend or holiday. In that circumstance the change will be on the next business day.
- Optional customer assistance: Customers being assisted by the Rowan County Department of Social Services and local crisis intervention center may be exceptions to this policy.

Bank Draft

Bank Draft ACH Service is available for sign. We draft on the 15th of each month for the current balance. There are no fees to participate in this program. The only possible fee is for insufficient funds when drafted. At the time we draft if insufficient it will be treated as a returned check. Bank draft is a service provided to help reduce cost associated in making payments to the Town of Landis for Utility Bills. The sign up form is located on the Town of Landis website under Utility Billing or can be requested at Town Hall. A voided check is requested to complete this form. If you have any questions please contact Town Hall.

RETURNED CHECK POLICY

- Services are subject to disconnection for returned checks.
- A service charge, as established by The Board of Aldermen, is added for each returned check.
- When a check is returned by our bank, the customer will be notified by letter.
- Customer is required to pay the amount of check plus service charges and any deposit required within 10 days from date of the notice. No partial payments will be accepted. If customer fails to respond within 10 days, service will be disconnected and an administrative charge will be added. To be reconnected, all charges must be paid in full by cash, money order, or credit card. No checks will be accepted for a returned check.
- If the Town receives two returned checks from one customer within 60 days, the customer will be put on cash only status for a period of one year. The customer may request a review of their account at the end of twelve months, if no delinquencies or disconnections occurred within that time period, the customer may be removed from cash only status.