



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 5pm on the 25th day after the bill date, A second notice will **NOT** be mailed since the past due date is referenced on the original bill.
- Service is scheduled to be discontinued if payment is not received by 5pm on the 45th day after the bill date. The \$75.00 administrative fee and past due balance must be paid before the service is reconnected.
- An additional \$75.00 fee will be charged to all customers who request service to be reconnected after 5pm. No service will be reconnected between the hours of **9pm and 8am**. 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. Any customer found to have tampered with their meter will incur a Meter Tapering and Meter Cost Fee along with paying 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 Billing Coordinator or Public Works Director at Town Hall between 8am and 5pm, Monday through Friday (except on Town holidays) by telephone (704)-857-2411 or by emailing utilityservices@townoflandisnc.gov.

DROP BOX FOR PAYING AFTER HOURS

For customers' convenience, a drop box is located on the backside of Town Hall. A check and billing stub may be placed 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 has been provided. Any payments put in the box after 8am will be processed next business day.

THE TOWN HALL LOBBY IS OPEN MONDAY-FRIDAY 8AM-5PM (EXCLUDING TOWN HOLIDAYS)

Late Fees: Payment Extension Agreements 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.

Bank Draft

Bank Draft ACH Service is available for all customers and there are no fees to participate in this program. Bank Draft will occur on the 15th of each month for the current balance. The only possible fee is for insufficient funds when drafted. If a checking account has an insufficient balance at time of draft, it will be treated as a returned check. Bank draft is a service provided to help reduce costs associated in making payments to the Town of Landis for Utility Bills. Your utility account must have a zero-dollar balance before bank draft is able to be applied. If stopping Bank Draft, Utility Services must receive this form by the last business day of the month prior to start of the month you wish to stop Bank Draft. 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 required to enroll in bank draft. If you have any questions, please contact Town Hall at 704-857-2411.

RETURNED CHECK POLICY

- Services are subject to disconnection for returned checks.
- A service charge, as established by The Board of Alderman, is added for each returned check. When a check is returned by our bank, the customer will be notified by letter.
- The customer is required to pay the amount of check plus service charges within 10 days from date of the notice. No partial payments will be accepted. If a 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, the customer may be removed from cash only status.

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