

**TO APPLY FOR SGWASA UTILITY SERVICE,  
YOU WILL NEED:**

- Service Application Form
- Social Security Card (or other approved 2<sup>nd</sup> ID)
- Driver's License (or other approved photo ID)
- Copy of lease if renting
- \$150 deposit (or 1 month base rate, whichever is greater)

An individual in whose name an application is made shall be responsible for payment of all bills incurred in connection with the services furnished.

**DEPOSIT \$150.00** or 1 month combined base rate, whichever is > Deposit can be made by **CASH** or **MONEY ORDER**.

A deposit is required for each account, including bulk accounts. When an account is closed, the deposit is applied to the final bill. If there is a credit balance > \$2, that amount will be refunded, provided a current mailing address is available. If customer moves from one SGWASA address to another, the deposit will be transferred.

**BILLING**

Customer billings are mailed out no later than the 25th of each month and represents actual usage for the previous month. (For example, bills dated 12-25-20xx represent usage for November.)

**FAILURE TO RECEIVE BILL IN THE MAIL DOES NOT EXCUSE RESPONSIBILITY FOR TIMELY PAYMENT OR PREVENT SERVICE DISCONNECTION.**

**LATE FEE 1.5% (\$5.00 minimum)**

Payment is due by **5:00 p.m. on the 5th of each month** or the next working day after the 5th (if on a holiday or weekend). No past due notices will be sent.

**RECONNECT FEE \$25.00**

If payments are not received in full by **5:00 p.m. on the 12<sup>th</sup> of the following month** or the next working day after the 12th (if on a holiday) or Monday (if the 12<sup>th</sup> is on a Thursday, Friday, or weekend), a \$25 administrative fee (reconnect fee) will be applied and services will be disconnected for accounts with an unpaid balance of \$20 or more.

**Fee will not be waived regardless of disconnect status.**

Disconnection for non-payment will not occur on a Friday, weekend, or holiday.

Prior to reconnection of service, reconnection fee and all arrears must be paid in full.

No reconnection promised after 4:30 pm.

**REQUEST FOR REREAD \$15.00**

There is a charge for customer-initiated requests for rereads; however, if meter was misread by meter staff, there will be no reread charge.

**TAMPERING FEE \$50.00**

Tampering with a meter is a criminal offense (State Statute G.S. 14-151.1)

\$500.00 fine, 2 years in prison, or both.

**Meter reinstallation fee \$100.00**

**RETURNED CHECK FEE \$25.00**

A returned check will require future payments by cash or money order only. After 6 months, customer may request option of paying by check again. A 2<sup>nd</sup> returned check initiates a 3 year "cash only" payment status.

**WATER/SEWER RATES (FY 2010-2011) EFF 7/1/2010**

Residential Water/Sewer base rate 0-2000 gallons; \$54.33  
Usage over 2000 gallons billed at \$7.50 per 1000 gal.

**Hours of Operation**

Monday through Friday, except holidays  
8:00 a.m. - 5:00 p.m.

Telephone: 919-575-3367

Website: www.sgwasa.org

**After hours/emergency telephone numbers:**

**690-0444 690-0445 690-4777**

<u>Bill Date</u>	<u>Pay by 5:00pm on this date to avoid late fee</u>	<u>Pay by 5:00pm on this date to avoid cutoff</u>
10/25/11	11/07/11	12/12/11
11/25/11	12/05/11	01/17/12
12/25/11	01/05/12	02/13/12
01/25/12	02/06/12	03/12/12
02/25/12	03/05/12	04/16/12
03/25/12	04/05/12	05/14/12
04/25/12	05/07/12	06/12/12
05/25/12	06/05/12	07/16/12
06/25/12	07/05/12	08/13/12
07/25/12	08/06/12	09/12/12
08/25/12	09/05/12	10/15/12

*These dates are subject to change.*

**THERE ARE FOUR WAYS TO PAY YOUR BILL:**

- In person at Administrative Office between 8:00 a.m.—5:00 p.m. Monday through Friday, except holidays.
- Mail to:  
South Granville Water and Sewer Authority  
415 Central Ave, STE B  
Butner, NC 27509-1915
- Bank draft
- Drop box located in parking lot

**Please include payment stub and/or account number on check or money order to insure proper credit to the account. When paying at the office, please bring entire bill with you.**

**Due to increased regulation, we cannot discuss account information with anyone except the customer whose name appears on the account. If someone else will be paying your bill (including a spouse, family member, roommate, etc.) always send the bill/stub. We cannot discuss any information with anyone other than the customer unless they have been previously authorized by completing the proper SGWASA form.**

If you have a problem or question regarding your bill, please contact our office at 575-3367 during regular business hours.