



Utility Billing & Collections Frequently Asked Questions

1. **How do I set up a water/sewer utility account?**

Printable forms are available online. Please complete highlighted areas and submit to Utility Billing. Deposit must be included for activation of service – see below.

2. **How much is the deposit?**

	<u>Inside</u>	<u>Outside</u>
Residential:	\$125.00	\$250.00
Commercial:	\$225.00	\$450.00
Temporary:	\$175.00	\$350.00

3. **Is my deposit refundable?**

Your deposit is held until you move out of your residence and request to have services disconnected. No less than three (3) days notice of disconnection must be given in person or in writing at the Town of Boone Utility Billing office. The deposit will be applied toward settlement of the account. Any balance will be refunded to the consumer, but if the deposit is not sufficient to cover the bill, the Town may proceed to collect the balance in the usual way provided by law for the collection of debts.

4. **Is there a charge for connection/disconnection?**

Yes. The current charge for connection and disconnection is \$20.00 for each occurrence.

5. **How much is the minimum monthly bill for water and sewer?**

Each customer is given a monthly allowance of 2,000 gallons per residence inside city limits for a minimum amount based upon meter size. Average usage is estimated at approximately 2,000 gallons per month per person. **Outside city limits, rates are double.**

After 2,000 Gallon Allowance Usage, charges for water and sewer are billed in 1,000 gallon increments. **See current rate schedule.**

6. **When is my utility bill due?**

Statements are sent out the first week of each month. Bills are due when rendered and are considered delinquent if not paid by the 20th of each month. If your payment should be delinquent, a penalty of \$10.00 will be applied to your account.

7. **What form of payment do you accept?**

Cash, checks, money orders, debit cards. Visa, Mastercard, and ACH drafts are acceptable forms of payment. Payment is accepted via mail, drop box and drive-thru window located at City Hall.

8. **What if I can't pay my bill; will you disconnect my service?**

Services are subject to disconnection for accounts that are more than one month or \$200.00 (residential) / \$400.00 (commercial) in arrears. Reconnection will only be made upon payment of the full amount due including late penalties and a reconnection charge of \$40.00.

9. **If I should receive an unusually high bill, what should I do?**

First consider the following:

- Frequent watering of your lawn or flowers
- Frequent washing of cars at home
- Leaky faucets
- An increase in the number of people in your home
- Plumbing problems
- A toilet that continues to run after flushing
- Silent toilet leaks (put food coloring in the tank; DO NOT FLUSH. If color seeps into the bowl, you have a "silent leak.")
- Broken water lines (check your yard for wet spots)

The Town will make special meter readings at the request of the consumer for the fee currently in effect provided; however, that if the special reading discloses that the meter was over-read, no charge will be made. If the special meter reading discloses a leak, the Town will notify the consumer.

Bank Draft Services for Utility Customers

The Town of Boone has a service that makes it possible for you to pay your utility bill without writing a check. We will work with your bank to automatically deduct the amount from your checking account at no charge.

How does the program work?

You will receive your bill each month as usual. The amount of your bill will automatically be deducted from the account you designate.

When will the payment be drafted from my bank account?

The amount of your bill will be drafted from your account on the actual due date. Your utility bill will show the date and the amount to be drafted.

How will I know if my payment is being deducted from my account?

Automatic drafting is usually effective with the second billing period after you have requested draft service. If your account has been drafted, a message stating such will appear on your bill. If no message appears, we are still processing your request and you will need to pay the bill as usual.

Can I use the automatic payment service to pay for more than one account?

Yes! You may pay for several water/sewer accounts from the same bank account each month.

What happens if I change banks?

Please contact our office. We will need a new authorization form and voided check to continue the automatic draft service.

How do I sign up for this service?

Come by our office and sign the Bank Draft Authorization Form or submit printable online form and return it to Utility Billing. We also require a voided check from the bank account you wish to use.

What should I do if I believe my bill to be in error?

Contact our office at least 10 days prior to the due date to ensure a correct draft.

What if I have a question concerning drafts?

Contact our office at (828)268-6220 from 8:00 a.m. to 5:00 p.m. EST. Monday-Friday.

