

IMPORTANT INFORMATION FOR CAROLINA BEACH CITIZENS

ACCOUNT DISCONNECTION DUE TO NON PAY

If service is disconnected due to non pay, the entire balance on the account, (past due and current due) along with the \$50.00 reconnect fee will be required before service can be restored.

Sec. 16-9. - Unpaid water and sewer accounts; discontinuance of service.

Upon failure to pay the amount charged for either water or sewage services within the time set forth on billing, both of such services may be discontinued, after ten (10) days' notice, without prejudice to the right of the town to recover for the services rendered before discontinuance, and services will not be restored until the account is paid. When water is cut off for failure to pay a bill, the meter will be locked and a penalty of an amount defined in the town's annually adopted rates and fees schedule per month shall be added to the account until paid. Reconnection of water service, in all cases, shall be made after payment of a service charge of an amount defined in the town's annually adopted rates and fees schedule. A delinquent bill shall not be paid in full until all charges assessed against the account have been paid.

INTERFERING/TAMPERING WITH METERS

- Per North Carolina General Statute 14-151, it shall be unlawful for any unauthorized person to alter, tamper with, or bypass a meter which has been installed for the purpose of measuring the use of water or knowingly to use water passing through any such tampered meter or water bypassing a meter provided by the town for the purpose of measuring and registering the quantity of water consumed. Any meter or service entrance facility found to have been altered, tampered with, or bypassed in a manner that would cause such meter to inaccurately measure and register the water consumed, or which would cause the water to be diverted from the recording apparatus of the meter, shall be prima facie evidence of intent to violate and of the violation of this section by the person in whose name such meter is installed, or the person or persons so using or receiving the benefits of such unmetered, unregistered, or diverted water. Any person(s) not authorized by the town operating any valves on the distribution system, which included the cut off valve at the meter, hydrants, etc. shall be charged with tampering.
- Any person violating any of the provisions of this section shall be guilty of a misdemeanor.
- Whoever is found in a civil and/or criminal action to have violated any provisions of this section shall be liable to the town in triple the amount of losses and damages sustained or five thousand dollars, \$5000.00, whichever is greater.

A \$150.00 fine will be charged to customers who tamper with their meter. Civil and criminal penalties also apply.

If the service is tampered with after disconnection due to nonpayment of a utility bill, this will cause the removal of the water meter. In addition to the \$150.00 fine, there will be a charge of \$75.00 to have the meter replaced.

PRIVACY OF ACCOUNTS

The Town of Carolina Beach is committed to protecting the privacy of our customers' data. Billing information compiled and maintained by a city or county or other public entity providing utility services, is not public record. G.S. 132-1.1(c). Billing information is defined as "any record or information, in whatever form, compiled or maintained with respect to individual customers.

*****Effective July 1, 2015, we will no longer be able to release any account information to someone who is not listed on the account.*****

If you would like to add someone to your account that would be able to obtain account information (account balance, history etc) please complete the form below and return with your payment or you can email Customer Service at info@carolinabeach.org with your account number, service address and name/contact phone number of the person to be added to your account.

Account Number: _____ Service Address: _____

Name of person to be added to account: _____

Contact Number for newly added person: _____

Primary account holder Signature: _____