

Application for Water/Sewer Service

(Application for Service Must Be Made in Person ~ Applicant Must Show Photo ID)

PLEASE PRINT CLEARLY

DATE YOU WILL ASSUME SERVICE: _____

Customer's Name: _____
(LAST) (FIRST) (MIDDLE)

Service Address: _____

Billing Address (if different): _____

Daytime Phone: _____ Evening Phone: _____

Social Security Number: _____ Drivers License Number: _____

Do you own your home? Yes _____ No _____

If no, submit a \$50 deposit with this application and list the name, address and phone number of landlord:

Employer's Name, Address & Phone Number: _____

Number of Occupants: _____

Previous Address: _____

Are you transferring water/sewer services from another address within the Town of Mooresville? _____

If yes, what is the date to turn off the existing account? _____

Co-Applicant's Name: _____
(LAST) (FIRST) (MIDDLE)

Daytime Phone: _____ Evening Phone: _____

Social Security Number: _____ Drivers License Number: _____

Your signature authorizes a credit report to be accessed.

SIGNATURE: _____

DATE: _____



Billing Cycle

The Town of Mooresville uses actual meter readings to calculate water and sewer service charges. Water meters are read electronically within the first ten business days of each month. Water/sewer bills are mailed out on the last business day of each month. All payments are due by the 10th of the month.

Payment Methods

The Town accepts payment via postal mail, drop box, walk-in, on-line banking or automatic bank draft. The business office accepts payments of cash, checks, money orders, debit and credit cards. On-line banking customers should log on to the Town’s web site (www.ci.mooresville.nc.us) and click on the Utility Payment icon.

Due to Identity Theft Regulations, customers making payments by phone must have a password on file with the Town’s business office.

Past Due Notices

Each month around the 15th, the Town issues a courtesy reminder notice to water and sewer customers if a payment has not been received on their account. If you receive a reminder notice in error, contact the Business Office at 704-663-3800.

Disconnections

Accounts with an unpaid balance on the 25th day of the month are subject to a 5% late penalty fee and disconnection. Once disconnected, full payment plus a \$20 reconnection fee must be received in the Business Office at Town Hall before water service will be reinstated. There is an additional \$25 reconnection charge for a pulled meter. Service is reconnected the same day payments are received.

Rates

The Town Board of Commissioners sets the rates for water and sewer usage during the annual budget process. The Board follows North Carolina General Statutes and must provide a balanced budget, including the Utility Fund. Utility Fund (water/sewer) payments by customers fund the maintenance and operation of our water treatment plant, wastewater treatment plant, five elevated water storage tanks, water/sewer lines and sewer pump stations. New rates, if changed, are effective on the September billing cycle for usage in July.

Sewage Charges

Customers using their household water meter to irrigate lawns and gardens, fill pools or wash vehicles incur sewage charges on that water. To avoid paying sewage fees on irrigation water, customers can purchase and install a separate irrigation meter.

Town Departments

Business Office.....	704-663-3800
Engineering.....	704-663-4510
Employment	704-799-4070
Fire (Non-Emergency)	704-664-1338
Golf Course	704-663-2539
Winnie Hooper Center	704-663-0033
Library	704-664-2927
Charles Mack Citizen Center.....	704-662-3334
Planning	704-662-7040
Police (Non-Emergency)	704-664-3311
Recreation.....	704-663-7026
Sanitation.....	704-664-4278
Water.....	704-663-3800
Zoning.....	704-662-3191

Community Resources

MI-Connection.....	704-660-3840
Dept. of Motor Vehicles Drivers Licenses.....	704-664-3344
Duke Energy	1-800-777-9898
Employment Security Commission.....	704-664-4225
Energy United	704-892-0278
Iredell-Statesville Schools.....	704-872-8931
Mooresville Graded School District.....	704-664-5553
M-SI Chamber of Commerce.....	704-664-3898
NC License Plate Agency	704-663-5472
NC One Call Center.....	811 or 1-800-632-4949
PSNC Energy	1-877-776-2427
Windstream.....	1-800-347-1991

Sewer Back-Up Policy

Below is a brief overview of the Town of Mooresville's Sewer Back-Up Policy adopted by the Town Board of Commissioners in October 2007. To view the entire policy, visit the Town's web site at www.ci.mooresville.nc.us.

The Town of Mooresville Water & Sewer Maintenance Section makes a concerted effort, through an intensive preventive maintenance program, to keep the 200+ miles of sewer system in a good state of repair. Occasionally, however, conditions develop within the system that may cause sewage to back-up into a residence or business.

The Town of Mooresville is responsible for maintaining sewer mains and manholes which are located in public rights-of-way (Town and State maintained roads) and Town-owned easements. Property owners are responsible for maintaining sewer laterals. The purpose of this policy is to make clear the property owner's responsibilities concerning the sewage lines located on their property and the steps a property owner should take if a sewage back-up occurs.

Property Owner's Responsibility

A property owner is responsible for keeping the building sewer line free from blockages between the structure(s) being served and the sewer main.

If a customer discovers a problem with his/her sewer connection and/or lateral, the customer should contact the Water & Sewer Maintenance Section and request that Water & Sewer Maintenance personnel troubleshoot the cause of the problem. Water & Sewer Maintenance will respond by inspecting the downstream wastewater collection main and the sewer lateral if a clean-out is located at the edge of and within the public road or utility right-of-way. The Town will assist property owners in locating the problem, advise the property owner on action needed, and correct the problem if it is a Town responsibility. The Town of Mooresville Water & Sewer Maintenance crews are experienced employees who may be able to suggest a solution to your problem. However, they are NOT authorized to enter and clear stoppages on private property.

The Town will not pay for private plumber bills unless the Town directs that a plumber be called to solve a problem that is the Town's responsibility. Property owners are advised to call the Town immediately in the event of sewer back-ups, which could possibly be caused by a problem in Town-maintained lines.

If a property owner has experienced a sewer back-up or if the residence or business is located in a low area or is lower than the street level, we suggest that a licensed plumber be consulted about the possibility of installing a backwater prevention device. This device, if properly installed and MAINTAINED, can prevent sewer from backing up into a house's or business' plumbing. The installation and maintenance of a backwater prevention device is the customer's responsibility and at the customer's expense.

Property owners should be aware that many property insurance policies exclude damage from sewer back-ups. It is suggested that property owners check their policies and add this coverage. The Town will only pay for damage caused by negligence on the part of the Town.

For more information about this policy, visit the Town's web site at www.ci.mooresville.nc.us/utilities or call the Water & Sewer Maintenance Section at the following numbers:

Water & Sewer Maintenance
Office 704-664-3705
After Hours Emergencies 704-664-3311

Bank Draft Program

The Town of Mooresville's Bank Draft Program offers an easy way to pay your monthly water/sewer bill. With the Bank Draft Program there is no check to write, no payment to mail, and your bank account will be drafted automatically each month for the amount of your water/sewer bill. To help you keep track of the transaction, we send you a bill on the first day of each month indicating that we will draft your bank account on the 10th day of that month for the amount listed.

If you are interested in the Bank Draft Program, complete the Bank Draft Authorization form below, attach a "voided" check from the bank account you want drafted, and return to:

Town of Mooresville
Attention: Bank Draft
Post Office Box 878
Mooresville, NC 28115

Thank you for your interest in the Town of Mooresville's Bank Draft Program. For more information on this program, please call our office at 704-663-3800.



BANK DRAFT AUTHORIZATION

I authorize the Town of Mooresville to draft the amount of my monthly water/sewer bill from the financial institution listed below. I have the right to stop automatic payment of my bill upon timely written notice to the Town of Mooresville and my designated financial institution.

Please Print All Information Requested Below

Name as it appears on your Water/Sewer Account: _____

Address: _____

Daytime Phone: _____ Evening Phone: _____

Water/Sewer Account Number: _____

Name of Bank: _____

Bank Transit Number: _____

Bank Account Number: _____

Your Signature: _____

Date: _____

