



Town of Stedman Customer Service Policies & Procedures

Adopted May 4th, 2023

Application of this Policy

This policy applies to every customer or applicant for utility service. Copies are available at the Town Hall or at www.townofstedman.com.

This policy may be amended, revised or changed at any time by the action of the Town Council. Customers are encouraged to call Town Hall to seek answers.

Customer's Responsibility

1. Pay bills by the due date on monthly bills. If customer does not receive a bill, it is their responsibility to call the Town to get the amount of their bill.
2. Notify the utility department if questions arise or if there are complaints in service.
3. To notify the Town within two days of vacating a property, either in writing or calling the Town Hall. The outgoing party is responsible for all water consumed up to the time of departure, or the time specified for departure, whichever period is longer. A forwarding address is required to refund a deposit, if applicable.

Town's Responsibility

1. To provide professional, courteous and prompt service.
2. To provide fair treatment to all customers.
3. To explain and provide information on rate schedules, trash service, how meters are read, etc.
4. To apply the customer's deposit, if any, to their account after the final bill is processed. Any remaining will be refunded if the customer provides a forwarding address.
5. To provide past billing and usage information when requested by the customer.

Town's Rights

1. To receive any changes in customer's contact information including address, billing address, phone number or any concerns with utility service immediately.
2. To discontinue service for returned check, returned bank drafts or non payment for services provided by the Town.

3. To take legal action regarding failure to set up an account for services provided by the Town, equipment tampering or financial delinquencies.
4. To receive timely payment for services provided by the Town.
5. To have access to water meters at all times.

Establishing Services

Office and Service Hours

1. The Stedman Town is located at 5110 Front St. The Town Hall is open Monday – Friday from 8:00-4:30 pm, except on Federal holidays. Work will be performed during these hours, except during inclement weather.
2. Coming soon: For a water/sewer emergency, please call 910-323-1892, 24 hours a day, seven (7) days a week. *Our new phone system is required for the Town to be able to answer calls 24 hours a day.

Application for Service

1. A completed application along can be faxed, emailed to wbarlow@townofstedman.com or in person at the Town Hall.
2. A current government issued ID must be provided. i.e. driver's license, passport or Military ID.
3. Proof of rental (rental agreement) or proof of ownership, signed HUD statement, Recorded deed or signed offer to purchase agreement.
4. Social Security numbers and date of birth will be requested and used to collect any debt owed to the Town.
5. A separate deposit and application will be required for each meter.
6. Service will be established within 24 hours of receiving required documents (during office hours only).

Deposits

Rentals – \$150.00

Homeowners - \$125.00

Commercial - \$175.00

Deposits will be credited to the customer's account after the bill is finalized and all usage is billed. After the deposit is applied, all outstanding balances on the account from the final bill will be the responsibility of the customer. Any credit balance remaining from the deposit will be refunded to the customer within (1) month provided a current mailing address.

Billing Information

1. Meters will be read digitally the last business day of every month. Bills will be mailed the first business day of the month. If the customer has not received their bill by 10th of the month, it is their responsibility to contact the Town Hall at (910) 323-1892 to ask the balance on the account.
2. All balances on account are payable at the Town Hall by the 15th of the month. A \$10.00 late fee will be added to the account if payment is not received by the 25th of the month. If the past due bill plus the late fee is not paid in full by the 15th of the following consecutive month, service will be disconnected. If the 15th falls on the weekend, service will be disconnected the next business day. Reconnection can take up to 24 hours. Service will be reconnected during office hours after the bill is paid in full and a service charge of \$25.00 is paid for the reconnection. Water will not be reconnected after hours or on weekends.
3. If a customer makes a payment by check and the check is returned, the customer must pay the 25\$ fee plus the amount owed. A \$25.00 fee will be charged for any returned check, including online check payments. Returned checks or drafts must be paid within 7 days to avoid disconnection.
4. A meter tampering fee of \$100.00 will be charged to any customer's utility account that reconnects their meter without the Town's knowledge.
5. Active utility accounts will receive a minimum bill each month regardless of water usage.
6. Partial payments are accepted on an account, however; a partial payment does not waive a discontinuation of service. A partial payment is first applied to the oldest bill.
7. If a customer has 2 or more returned checks or drafts, customer will no longer be eligible to pay with checks. They will be set to cash/card only.

Payment Options

1. Make payments in person with check, cash, money order, debit or credit cards, Apple Pay & Google Pay
2. Place payments in drop box located at 5110 Front St. (Make sure to include acct number)
3. Pay online at townofstedman.com
4. Mail check to: P.O. Box 220 Stedman, NC 28391

Medical Alert Program

1. Notify the utility department if there is someone living in the household that is critically ill, or on life support, where consistent water supply is needed. Verification in writing from a medical doctor is required. This information must be updated in January every year.
2. The customer has the responsibility to pay their monthly bill on time to avoid disconnection. With the medical alert program, the Town will make every effort to make contact with the customer before service is disconnected.

Billing Adjustments

1. **Leak adjustments** - Due to the new digital read water meters, we will no longer make adjustments for leaks on utility bills. The Town receives notification for most leaks within 24 hours. The customer will receive notification either by phone or a door tag. If the leak is on the Town's side, adjustments will be made accordingly.
2. **Prorated bills** – When a customer moves in/out of a property the flat rate portion of the bill will be adjusted accordingly (if 6 or more days need to be adjusted off the bill) * Customer will be billed for all usage.

Pool Adjustment Policy

The Town of Stedman may adjust a customer's utility bill in the event of a seasonal filling of swimming pools. Adjustments will be made in accordance with the following policy:

1. Adjustments will only be made once per year.
2. The customer is responsible for checking the meter and recording the reading before the pool is filled up. Once the pool is filled up, the customer is responsible for reading the meter and contacting the Town within 5 days. Pool must be filled in 5 consecutive days.
3. No adjustment will be made for the water consumption.
4. An adjustment may be made for the sewer consumption. The sewer charge for the amount of water used to fill the pool will be removed from the bill.

Request for Extension of Payment

1. Customer request- all requests must be made by the person whose name is on the account. A Request for Extension form must be filled out and returned to the Town Hall or emailed 2 days prior to the cutoff date. By executing a customer extension, the customer agrees if payment is not made by the specified time, service will be disconnected without further notice.
2. The maximum extended time will be seven (7) days from the cutoff date.
3. An extension is a privilege and will be granted based on customer need and circumstances. An extension is not guaranteed and may be denied for excessive abuse. Upon approval of extension, the late fee will still be applied to the account.

Closing a Utility Account

1. Debt Set-off- The Town will report any closed utility accounts that have an outstanding balance of \$50.00 or more to the State of North Carolina for collection. The amount owed to the Town will be collected from the customer's yearly state tax refund. The customer will be notified (if the customer provided a forwarding address) within 30 days before the report is filed.
2. Death of a customer- In the event of the death of a utility customer, the immediate family members or significant other will be required to provide a copy of the death certificate within 60 days of the customer's death. Neglect in this matter will result in immediate disconnection of services. A final bill will be processed, and the deposit, if any will be applied to the account. Any remaining balance owed will be billed to the estate. If the deceased customer has a credit on the account, the credit amount will be refunded to their estate. * If a family member or a new tenant resides at the property in which the deceased owned or rented, the Town requires a new application, government issued ID, rental agreement or proof of ownership & a deposit.

Trash Services

1. Trash services are free of charge for residents living within the Town limits. One trash can per resident is provided by the Town. No commercial trash pick up.
2. Bagged trash only, no large items will be picked up.

3. Trash pickup is on Tuesdays and Thursdays. Trash pickup day changes will be posted on website. Please have your trash bin out on the street by 7:00 am.

TUESDAY (North of Front Street)

Dartford Ct.	Raspberry Rd.	Forte Rd.
Fuchsia Ct.	Dolman Dr.	Watson St.
Clarkton Ct.	Kegler Dr.	Circle Dr.
Windwood Dr.	Blawell St.	Hillsboro St. to Front St.
Gallatin Rd.	Blake Rd.	Euclid St. to Front St.
Corolla Ct.	Woodsville Dr.	E. First St.
Timberville Dr.	Helmsdale Ct.	Carol St.
Castlewood Pl.	Clinton Rd.	

THURSDAY (South of Front Street)

Long Branch Village	Jaycee St.
Blanche St.	Euclid St. from Front St.
Averitt St.	Hillsboro St. from Front St.
Allendale Subdivision	First St.
Rosewood	Jefferson St.
Creekside Subdivision	Sessoms Ave.
Second St.	

Bagged Trash Only