City of Sanford Customer Service Department

Social Security Number/Unpaid Balances: As part of your application for service, the City of Sanford requires a Social Security Number or a Federal Tax ID Number pursuant to North Carolina General Statutes, Chapter 105A-2(6), The Setoff Debt Collection Act. This information will be used solely for the purpose of collecting unpaid bills and submitting outstanding debts to the North Carolina Department of Revenue for collection by applying the debt against any income tax refund and/or lottery winnings that you may be entitled to receive. In addition to securing monies owed the City, the NC Dept. of Revenue will assess a debt collection transaction fee which will also be deducted from any current or future refund until the debt is paid in full. The City will not disclose your number without your consent to anyone outside the City except as mandated by law

Security Deposits: The City of Sanford requires a security deposit for each meter location that is on city service. This deposit is held for one year and if all bills have been paid by the due date we will apply the deposit to the bill after one year. Otherwise, we hold the deposit until termination of service. The current deposit amount is $75.00.

Paying Your Account: **Please mail all water and sewer bill payments to the City of Sanford, PO Box 1070, Charlotte, NC 28201, in time for your payment to reach us. Please use the envelope provided, include the lower portion of your bill and write the account number on your check. If you pay online through your bank or a bill paying service, please be sure to use your account number and allow ample time for posting. Since these payments are mailed out without a bill stub, they are forwarded from our payment center back to the local office for manual posting, which takes additional time.** ***Visa*** **and** ***MasterCard*** are accepted for payment either in person or over the phone. Please have your card available and be ready to write down your confirmation number. ***Visa, MasterCard, Discover, Amex and E-check*** are accepted online at our web site www.sanfordnc.net ***. You must have your account number and customer id number. Automatic Bank Drafts*** *are* electronically drafted from your checking account depending on which cycle you're in. You can request additional information and an authorization form from one of our customer service representatives. You can also obtain a copy of the form on our web site by going to Departments/Billing & Collections/Applications/Electronic Draft. For your added convenience we also offer a night deposit box located at the back of the building in the circular drive for use after hours. Any payments placed in this box after 8:00 AM will be credited the following business day. Please use the return envelope that comes with your bill or the provided envelopes and only pay with check or money order so you will have a receipt for payment, as the City is not liable for cash payments placed in the night drop. Correspondence should be mailed to City of Sanford, PO Box 3729, Sanford, NC 27331.

Transfers/Cut Offs: If you move from one address to another and both locations are served by the city you can transfer your deposit. Please call us to change your account over to the new address. If you move off of city water we ask that you call us and leave a forwarding address so that we might return your deposit or that you may receive your final bill.

Billing: We currently bill in four cycles each month. If you do not receive your bill please notify us immediately. Service may be cut off for non-payment approximately 10 days after your due date.

Cycle 1 due the 26th of each month
Cycle 2 due the 3rd of each month
Cycle 3 due the 9th of each month
Cycle 4 due the 16th of each month

DEADLINE: Payments not received by 5:00 PM online, in the office or in the drop box on the last day to pay will be charged a $20.00 late fee. If your service is disconnected for nonpayment, delinquent fees and all arrears must be paid before service can be restored. The city offers after-hours services for an additional fee of $25.00. The account must be paid in full by 10:00 AM the next business day or service will be disconnected without further notice. *****If you are cut off and owe for two months, your account will be finaled out. To re-establish service you will need to pay the account up to date and pay a deposit.*****

High Bills: If your bill increases from one month to the next and you have not used any extra water, please do the following. Check your home for possible leaks. Make sure no one is using water and then look at the dial on the meter. If the dial moves, water is running or there is a leak. If you have a leak you will need to call a plumber. If you can not find a problem, call us and we will have our service technician check the meter. This service is currently without charge. If you do have a leak and get a licensed plumber to repair the leak please bring us a statement **as soon as possible.** We also accept receipts for materials from homeowners when minor leaks are repaired. We will adjust two bills back to back to what they averaged one year ago. This adjustment is given only once a year. If you have an emergency that occurs after hours please contact the Police Department at (919) 775-8268 and they will dispatch a service technician that can disconnect water if needed.

Office Hours: Our office is located at 225 E. Weatherspoon Street, Sanford, NC 27330. Office hours are Monday through Friday, 8:00 AM until 5:00 PM. If you have questions concerning your account, please call (919) 775-8215 and speak with one of our customer service representatives. Please have your account number available. There will be an announcement in the local paper when our office is closed for holidays. If you have an emergency situation outside of normal business hours, please contact the Police Department at (919) 775-8268.

Misc. Information:

- **THERE IS A FEE FOR ALL RETURNED CHECKS/DRAFTS/CREDIT CARDS** in accordance with NC Law (G.S. 25-3-506). This charge is currently $25.00 per item and is subject to change by City Council or state law. If you have two returned checks/drafts within a 12 month period you must pay the bill in cash for a period of one year.
- The City of Sanford notifies all customers of any planned repairs that might affect your water service. However we have some unplanned interruptions such as broken pipes or cut lines and we cannot notify you.
- We provide garbage pickup to all single-family dwellings located inside the city limits. Multi-family residents should contact their landlord. Businesses do not receive this service. We are currently contracting with ARS (American Refuse System) also known as Waste Management to pick up garbage each week. You can obtain a trash container and recycling bin by calling (919) 777-5052 and one will be delivered to your residence.
- Please be sure to read the memo section on the front of your bill each month. If you have any questions we have failed to address, please call our Customer Service Department at 919-775-8215.

Equal Employment Opportunity Statement: The City of Sanford does not discriminate on the basis of race, color, national origin, sex, religion, age or disabling condition in employment opportunities or the provision of services.