

**Franklin County Public Utilities
(FCPU)
1630 US Hwy 1
Youngsville, NC 27596
Phone: 919-556-6177
Fax: 919-556-6709**

Customer Billing & Collection Policy

Policy, Procedures, Rate, and Fee Schedules are approved and adopted by Franklin County Commissioners. These are subject to change annually.

Establishing New Service/Disconnection of Service:


Anyone setting up a new account must complete an application and pay all applicable fees before service is to begin. Customer is required to notify the Administrative Office in writing or complete a disconnection request to dis-continue service. Customer is responsible for account activity until a written disconnection notice is received. If service is disconnected for non-payment, billing will continue for a period of 30-days. If no response is received within that time, the customer account will be closed and the security deposit applied. Franklin County Public Utilities reserves the right to change the date of service connection due to inclement weather and department emergencies.

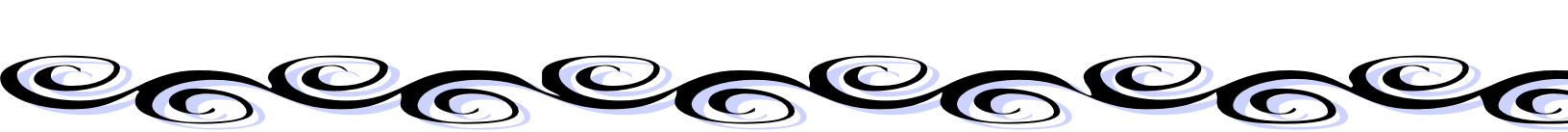
- (A) Pre-existing Service: Public Utilities staff will make every attempt to connect service on the same business day. Service applications received after 3:00 pm will be handled on the next business day. In the event of unforeseen circumstances beyond our control, we reserve the right to connect service on the following business day.
- (B) New Service: Where tap installation is required, the service may take up to 10 business days for the installation process. Meters will be installed upon approval from the Franklin County Inspection Department.

Applicable Fees: This includes Capacity, Acreage, Unit Priviledge, Tap, Tap Bore, Security Deposit, Meter Set Fee, and Administrative/Turn on Fee. (Please see enclosed Rate and Fee Schedule for fee description.)

Account Deposit: Security Deposits are required for each account. The amount is based on the FCPU Rate and Fee Schedule. Deposits are not interest bearing and will be held for as long as there is an active account. Once the account has been closed, the account will be final billed, the Security Deposit will be applied to the account, and any remaining credit balance will be refunded to the customer.

Billing: Utility meters are read once a month. The county reserves the right to vary the meter reading dates due to weather, weekends, and holidays. FCPU reserves the right to estimate bills during extreme situations. Utility bills for water/sewer service will be calculated in accordance with Franklin County's yearly published rate and fee schedule and based on the amount consumed for the period covered by the meter reading. Bills will be mailed on or before the fifth (5th) of each month. Bills are due when rendered and become delinquent if not paid by 5:00pm on the due date (20th) printed on the utility bill. **Failure to receive bill does not prevent the customer's obligation.**






Collections: Payment may be made by cash, money order, bank draft or check. Payments are accepted in person, by mail or drop box. (Note: Drop box is for after hours payments only. Payments left in the drop box during business hours will not be posted until the next business day). All accounts not paid by 5:00 pm on the 20th of each month will incur a late fee. All accounts not paid by 5:00 pm on the last day of the month will be considered delinquent. The disconnection process will begin on the 1st day of the following month for delinquent accounts. Once your account becomes delinquent, the customer is obligated to pay present month's billing, previous month's billing, all late fees, and a reconnection fee. The reconnection fee will be applicable even if service is not physically interrupted.

Return Check or Non-Sufficient Back Draft: Accounts paid by check or bank draft with non-sufficient funds will be disconnected immediately upon notification to the Administrative Office. Any non-sufficient fund account must be paid in full by cash or money order before service can be re-stored. Legal proceedings will begin to collect any debt owed to FCPU. If more than one return check or non-sufficient fund bank draft is received by FCPU, all future payments must be made by cash, money order, or certified check.

Pretreatment Program: Franklin County is the holder of an NPDES permit# NC00069311 to operate a wastewater treatment facility serving Franklin County and the Towns of Franklinton and Youngsville. Non-residential customers discharging wastewater directly or indirectly into this treatment facility are required to comply with Franklin County Public Utilities Pretreatment Program. No non-residential customer may begin discharging into the system until a permit (if needed) has been issued for such discharge. The permit process requires at least ninety days prior notice. An Administrative Fee will be invoiced monthly as long as the permit is in effect as well as Pretreatment Surcharge Fees. A letter will be supplied by Franklin County Public Utilities when permit is issued with an explanation of all applicable fees.

Administrative Office: The Administration Office is open Monday through Friday from 8:00 am until 5:00 pm, with the exception of holidays. Please feel free to contact us if you have any questions. If an emergency arises after office hours, please call the Franklin County Communications @ 919-496-6565. We will be notified of the emergency and get there as quickly as possible.

The staff at Franklin County Public Utilities work continuously around the clock to provide top quality service. We ask that all of our customers help us to protect our water sources, which are the heart of your community, our way of life and our children's future.



***Franklin County Public Utilities
Rate and Fee Schedule
Effective
July 1, 2011 Billing thru June 30, 2012***

SECURITY DEPOSIT: \$100.00

ADMINISTRATIVE FEE: 50.00 (Non-refundable)

METER SET FEE: ¾ inch and 1 inch:\$100.00

WATER TAP FEE

¾ inch: \$1,000.00

1 inch: \$1,100.00

2 inch: Cost + 10%

➤ 2 inch: Cost + 10%

SEWER TAP FEE

4 inch: \$950.00

There is an additional charge for boring under the road for 2 inch or greater water or sewer taps: Cost + 10% for each bore.

Cost of 2" and greater meters will be paid by customer.

UNIT PRIVILEGE FEE FOR MULTIUSERS SERVED BY SINGLE TAP:

Water: \$150.00 Per unit

Sewer: \$200.00 Per unit

ACERAGE FEE:

All subdivisions approved by Franklin County Planning Department are grandfathered. Pay when plats are recorded. Developer and or builders get credits if they upsize of build in excess of their requirements.

Water: \$150.00 Per Unit

Sewer: \$200.00 Per Unit

DELINQUENT FEE: \$35.00

CALIBRATION FEE: \$20.00

NON SUFFICIENT CHECK OR BANK DRAFT FEE: \$25.00

LATE PAYMENT FEE: \$7.50

METER INSTALLATION NOT READY FEE/FINE/PENALTY: \$25.00

CAPACITY REPLACEMENT FEE: RESIDENTIAL

This fee is to be paid at the time of service request and shall be based on North Carolina Division of Water Quality Standards.

Water: \$350.00 Per Bedroom

Sewer: \$400.00 Per Bedroom

CAPACITY REPLACEMENT FEE: COMMERCIAL/INDUSTRIAL

Water usage will be averaged for the first three months of operation and calculated for the Water and Sewer Capacity Replacement Fee and is due upon receipt.

Pretreatment Administrative Fee: \$100.00 Per monthly billing

Hydrant Meter: A \$750.00 deposit is required for the temporary installation of a hydrant meter. This deposit will be refunded after the meter has been returned. FCPU will not be responsible for the theft of or damage to the meter while not in our possession. Water usage will be billed separate from the deposit.

Tampering Fee: Anyone found tampering with Franklin County Public Utilities property will be charged accordingly.

****County reserves the right to seek legal action.****

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SERVICE	WATER AND SEWER RATES	
	WATER	SEWER
MUNICIPAL	\$7.70 / 1,000	\$6.38 / 1,000
HIGH VOLUME ➤ 5,000,000 GAL/MTH	\$6.05 / 1,000	\$7.70 / 1,000
LOW VOLUME	\$30.00 First 2,000 \$7.70 / 1,000 Over	\$35.00 First 2,000 \$7.70 / 1,000 Over
Multiuser	\$11.00 Per Service Connection & \$6.05 / 1,000	\$27.50 First 2,000 \$7.70 / 1,000 Over
FOG= (Fats, Oil, Grease) Permit:	\$10.00 per month + cost of sample (yearly)	

Franklin County Public Utilities

**Equipment Fee Schedule
(2011-2012)**

Backhoe	\$60.00 / Hr.
Dump Truck	\$40.00 / Hr.
Service Truck	\$25.00 / Hr.
Compressor	\$15.00 / Hr.
Pumps	
(3 inch)	\$10.00 / Hr.
(6 inch)	\$25.00 / Hr.
Tamp	\$10.00 / Hr.
Sewer Jet Machine	\$50.00 / Hr.

***** All costs are for equipment only and do not include labor cost or cost of parts used.**

Surcharge Fees for Fiscal Year 2011 – 2012

Administrative Monitoring Fee Per Month: \$100.00

Parameter	Abbreviation	Cost/Lb.
Biochemical Oxygen Demand	BOD	\$0.50
Chemical Oxygen Demand	COD	\$0.50
Chlorides	CL	\$0.50
Total Suspended Solids	TSS	\$1.00
Ammonia Nitrogen	NH3	\$5.00
Oil & Grease	O&G	\$5.00
Total Kjeldahl Nitrogen	TKN	\$5.00
Nitrate & Nitrite	NO2 + NO3	\$5.00
Total Nitrogen	TN	\$5.00
Total Phosphorous	TP	\$5.00
Aluminum	AL	\$100.00
Arsenic	AS	\$100.00
Cadmium	CD	\$100.00
Chromium	CR	\$100.00
Copper	CU	\$100.00
Color	Color	\$100.00
Cyanide	CN	\$100.00
Nickel	NI	\$100.00
Lead	PB	\$100.00
Mercury	HG	\$100.00
Silver	AG	\$100.00
Zinc	ZN	\$100.00
Total Toxic Organics	TTO	\$100.00
pH	Units	\$100.00/Unit
Flow	Gallons	\$100.00/1000 Gallons

Administrative Monitoring Fee is paid each month by each permitted facility for the administration of the Pretreatment Program.

Surcharge Fees are charged to those facilities permitted to discharge under a Pretreatment Discharge Permit, per pound fees are charged on those parameters listed in the permit that exceed the permitted limit.

(MG/L Discharged—Permitted MG/L = MG/L over x flow (gpd) x 8.34 = pounds.)

Reimbursement of Lab Fees at actual costs as billed to Franklin County Public Utilities from certified laboratory performing analysis.

Fines and Penalties will be charged in accordance with the enforcement response plan as approved by the North Carolina Division of Water Quality.

Franklin County Public Utilities Bank Draft Permission Form

Direct debit is a service in which your water and sewer bill is withdrawn electronically from the financial institution of your choice. The funds will be debited from your account on the 10th of each month.

To receive the many benefits of this service, you will need to sign this authorization to allow Franklin County to debit your personal checking or savings account. We will transmit your debit information to the Company's bank for processing. The information will then be transmitted to your bank or savings institution for withdrawal from your account.

Consider the following benefits:

- There is no need to waste time and money mailing a check.
- Payment information is strictly confidential.
- There is no cost for you to participate in the program.

If you are interested in this program, please complete the information below and return to Franklin County Public Utilities, 1630 U S Hwy 1, Youngsville, NC 27596. You will also need to enclose a voided check.

Authorization Agreement for Pre-arranged Payment (ACH DEBITS)

Customer Name: _____

Customer Account: _____

I (we) hereby authorize the County of Franklin, North Carolina to initiate charges to the checking () or savings () account, and the depository named below is authorized to debit that account. Bills are mailed on the 1st of each month with **Account Drafted** on it.

Depository

Name: _____ **Branch:** _____

City: _____ **State:** _____ **ZipCode:** _____

Bank Transit/ABA: _____ **Account Number:** _____

This authorization is to remain in full force and effect until Franklin County has received written notification from me (or either of us) of its termination in such time and in such manner as to afford Franklin County and First Citizens Bank a reasonable opportunity to act on it.

Name: _____ **Date:** _____

Signed: _____ **Signed:** _____

There will be a \$25.00 charge for bank drafted accounts with insufficient funds. If Bank Draft has been denied two (2) times, customer will forfeit this service.

FRANKLIN COUNTY PUBLIC UTILITIES
1630 US Hwy 1
Youngsville NC 27596

PHONE: (919) 556-6177 FAX: (919)556-6709

DISCONNECTION REQUEST

Account # : _____

Customer Name: _____

Service
Address: _____

Forwarding
Address: _____

Today's Date: _____

Disconnection Date: _____

Customer Signature: _____

Disconnection Notice must be received by our office at least three (3) working days prior to requested cut-off date.

By signing this request, you agree to pay the balance within fifteen (15) days of receipt of the final bill.

We are required to keep a signature on file when an account is opened and closed. If this property is being sold, please advise new owners that they will need to come to our office to establish service. Thank you for your cooperation in this matter.



February 27, 2008

To all Franklin County Water System Users:

The Franklin County Board of Commissioners formally adopted a year-round lawn irrigation schedule on February 18, 2008. The recommendation was made by the Public Utilities Department in response to increasing demand on the water system for non-essential uses.

Franklin County officials felt it necessary to implement additional mandatory water rules to protect the public health, safety, and welfare through the provision of adequate water for drinking, sanitation, and fire protection services.

These new rules became effective on the date of adoption and the Franklin County Public Utilities Department will start enforcing them on March 1, 2008. Please refer to the chart listed below for specific information regarding water use:

WATER USE	IRRIGATION SCHEDULE
Automatic/non- automatic irrigation systems	ODD -Tuesdays & Saturdays EVEN -Wednesdays & Sundays 12 a.m.(midnight) - 10:00 a.m.
Hose End Sprinklers	ODD -Tuesdays & Saturdays EVEN -Wednesdays & Sundays 6:00 am-10:00 am/6:00 pm-10:00 pm
Hand-Held Hose	ODD -Tuesdays & Saturdays EVEN -Wednesdays & Sundays 6:00 am-10:00 am/6:00 pm-10:00 pm
Vehicle Washing	No Restrictions
Pressure Washing	Saturday & Sunday
No Watering Allowed	Mondays, Thursdays, & Fridays

The mandatory water restrictions also limit the use of Franklin County supplied water for other uses such as washing vehicles at home, power washing driveways, sidewalks, decks, patios, streets, and exterior building surfaces except on Saturdays and Sundays. The commercial use of power washers is permitted under these restrictions.

The mandatory water use schedule applies to all Franklin County Water Customers including those in the Town of Youngsville, Town of Bunn, and Lake Royale.

The first violation will result in a written warning, a second violation will result in a \$200 fine, a third violation will result in a \$500 fine, and a fourth will result in disconnection of the water service.

Franklin County is working hard to manage our available resources and your cooperation in this effort will be greatly appreciated. If you have questions concerning this matter, please feel free to contact the Public Utilities Department @ 919-556-6177 or visit the county website www.franklincountync.us.

