

BILLING AND PAYMENT OF UTILITIES



There is a \$30 fee per account for all new accounts opened after 7/1/18.

Utility bills are sent at the end of every other month (August, October, December, February, April, June), usually around the 21st.

Late notice reminders are sent by e-mail only. If you wish to receive a reminder, it is your responsibility to provide a correct e-mail address.

If you do not receive your bill by the end of the billing month, it is your responsibility to contact Town Hall.

You may also have your bills e-mailed to you. Please call Town Hall if you would like to sign up for this program.

Payment is due within 30 days of the billing date. The Town is not responsible for any delivery delays by the post office.

Any account not paid within 30 days will have a 10% late fee added to their account.

If the bill is not paid in full by 8:30 AM on cutoff day, the service will be disconnected, and a \$50 disconnect fee will be charged. The balance, plus fees, must be paid in full before service will be restored.

Bills are payable via cash, check, or money order, or through our online payment website. If you are paying via electronic bill pay through your bank, or sending a check, please be sure to allow extra mailing time. Credit cards are accepted at Town Hall and online for a service fee. The payment website is www.towb.org, and click on the Pay Bills Online Button in the center of the page.

The Town also offers an Automatic Bank Draft program for property owners, where you can have your payment drafted directly out of your checking account. The enrollment form for this program can be found at <http://towb.org/DocumentCenter/View/1132>

Bills may also be paid in person at Town Hall, M-F, 8:00 AM - 5:00 PM. There is also an after hours payment drop-box located directly in front of Town Hall.

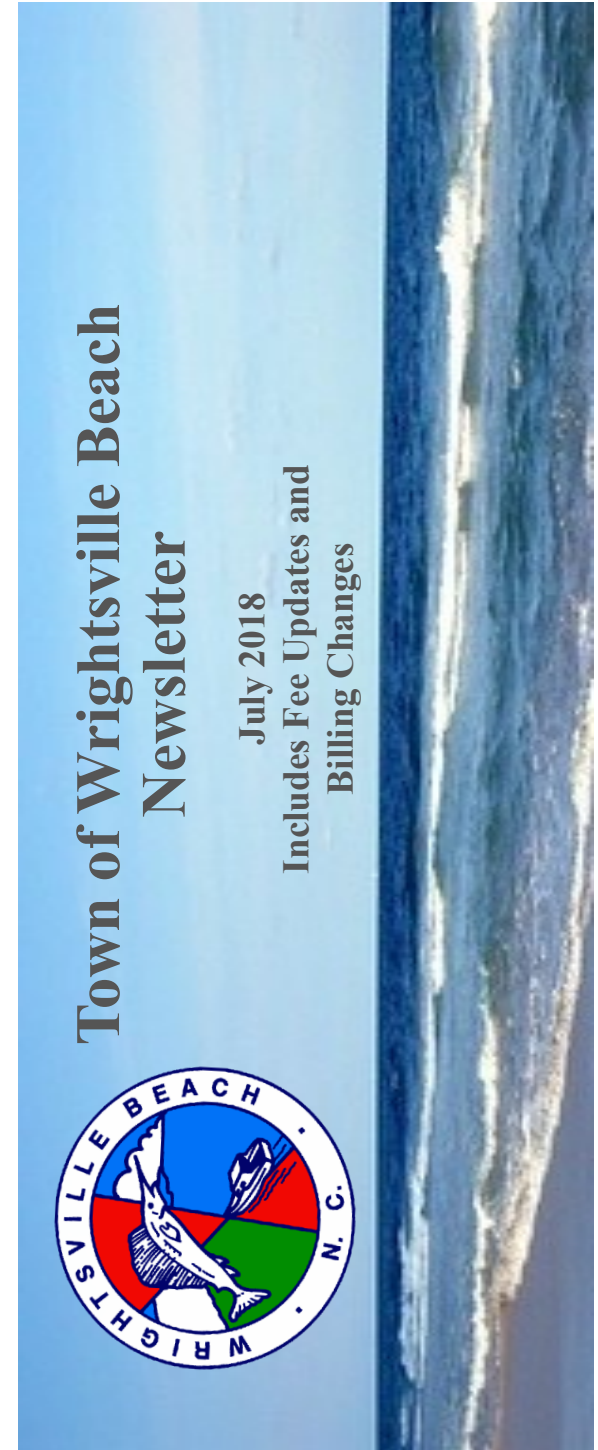
321 Causeway Drive
Wrightsville Beach NC 28480

Town of Wrightsville Beach



Town of Wrightsville Beach Newsletter

July 2018
Includes Fee Updates and
Billing Changes



WATER & SEWER

Billing for water and sewer include both a maintenance fee based on meter size and usage charge based on meter use. A complete list of fee's may be found at www.towb.org.

Service	Prior to July 1, 2018	Effective July 1, 2018
Essential Water	\$1.52 per 100 cubic feet	\$1.90 per 100 cubic feet
Non- Essential Water	\$2.40 per 100 cubic feet (0-4,000 cubic feet)	\$2.40 per 100 cubic feet (0-4,000 cubic feet)
	\$3.20 per 100 cubic feet (>4,000-10,000 cubic feet)	\$3.20 per 100 cubic feet (>4,000-10,000 cubic feet)
	\$5.00 per 100 cubic feet (>10,000 cubic feet)	\$5.00 per 100 cubic feet (>10,000 cubic feet)
Sewer	\$2.65 per 100 cubic feet	\$3.31 per 100 cubic feet
Jetting pilings	\$25.00 per piling	\$25.00 per piling
Bulk water	\$2.40 per 100 cubic feet with a minimum \$25 charge	\$2.40 per 100 cubic feet with a minimum \$25 charge
Maintenance Fee for 3/4" and 1" Essential Water Meters	\$16.00 per month	\$21.00 per month
Maintenance Fee Sewer	\$25.00 per month	\$30.00 per month
Maintenance fee for 3/4" and 1" Non-Essential Water	\$8.00 per month	\$8.00 per month

SPECIAL CHARGES

New account set-up - \$30 each

Meter testing - \$75

if meter is found to be within AWWA standards.

Water cut on/off - \$30 each

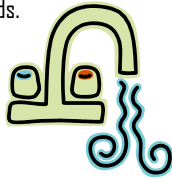
during working hours.

Water cut on/off - \$75 each

after hours, weekends, holidays.

Read meter request - \$30 each

Meter tampering penalty - \$75 each



For information on tap fees, impact fees, and maintenance charges, call Public Works Department 910-256-7935 or find Schedule of Rates/Fees on the town website @ www.towb.org

The Town of Wrightsville Beach Water and Sewer Department operates 24 hours per day, 7 days per week. Regular working hours are from 7:00 a.m. to 3:30 p.m. On-call personnel will receive emergency service calls after 3:30 p.m. After hours fees are applicable.

RECYCLING & SANITATION

The Town has exclusive right and privilege of disposal service within the town. The recycling center is located at 321 Causeway Drive, near Town Hall. It is open 24/7 for your convenience, and is maintained by New Hanover County. You may recycle the following items:

- Aluminum Cans
- Cardboard (please break down all boxes)
- Glass
- Mixed Paper
- Newspaper
- Plastic # 1 through # 7 (no plastic bags or Styrofoam)

For alternative disposal options, please visit <http://recycling.nhcgov.com/services/disposal-options/>

Service	Prior to July 1, 2018	Effective July 1, 2018
Residential Rollout Curbside Container	\$22.50 per cart/per dwelling unit/month	\$24.50 per cart/per dwelling unit/month
Rollback Fee for Carts in Violation	\$15.00 per cart per incident	\$15.00 per cart per incident
New Cart Service	\$65.00 per cart	\$80.00 per cart
Cart Replacement (loss/fire/damage)	\$65.00 per cart	\$80.00 per cart
Lot Cleaning/Clearing	Actual costs	Actual costs
Carts for Special Events	\$25.00 per cart per pickup	\$25.00 per cart per pickup
Surcharge for Building Materials	\$25.00 per cu. yd.	\$25.00 per cu. yd.
Clean Vegetative Debris	\$25.00 up to 2 cu. yd. \$10.00 per cu. yd. after 2 cu. yd.	\$25.00 up to 2 cu. yd. \$10.00 per cu. yd. after 2 cu. yd.
Appliances	\$25.00 per appliance	\$25.00 per appliance
Furniture	\$15.00 per item	\$25.00 per item
Miscellaneous	\$25.00 per cu. yd. minimum	\$25.00 per cu. yd. minimum
*cu. yd. - cubic yard (3ft x 3ft)		

THERE IS NO LEGAL OR ACTIVE LANDFILL OR DUMP SITE IN WRIGHTSVILLE BEACH

Do not bring vegetative or discard items to any Town locations for disposal. For disposal, call Public Works Department at 910-256-7935 or go to the town website @ www.towb.org and submit a request.

TRASH CARTS

Town ordinances require a minimum of one trash cart per dwelling unit. Additional carts may be requested at an additional fee. Once delivered, the trash carts become the responsibility of the property owner. Lost carts or carts damaged through neglect are replaced at a cost of \$80 per cart to the owner. Carts damaged through normal wear and tear are replaced at no charge.

Trash carts should be put out for collection *before 7:00 am* on the day of collection and they must be brought back to the side of the house on the evening of collection.



Trash collection days are:

Monday & Thursday: On the south end of the beach (from Johnnie Mercer's Pier to the southern inlet). This includes S. Lumina to and including Jack Parker Blvd., all adjoining streets, Waynick Blvd., Greensboro St. to and including Stone St.

Tuesday & Friday: On the north end of the beach (from Johnnie Mercer's Pier to Shell Island Resort). This also includes N. Lumina Ave. to and including Salisbury St., Parmele Blvd., and Harbor Island.

PROHIBITED ITEMS

The Town of Wrightsville Beach Public Works can not pick the following items up due to State or County legislation banning them from the sanitary landfill:

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| CFL bulbs | fuels |
| batteries | antifreeze |
| solvents that are labeled | paint |
| pesticides, herbicides, fertilizers | smoke detectors |
| household cleaners | sharps (needles) |
| aerosols | electronics |
| acids | |
| mercury thermostats and thermometers | |
| caustic materials (drain cleaners, lye, Borax) | |
| cooking oils and motor oils and filters | |

Items such as appliances, furniture, miscellaneous household, and yard debris are collected at additional charge and by request only. See Fee Schedule for charge. Items are to be placed within 3 feet of the curb or the edge of streets having no curbing. Do not place yard debris in trash carts or in plastic bags. Requests can be made by calling 910-256-7935 or log on to the Town website at www.towb.org and submit a request.