



"The Crossroads of Opportunity"

TOWN OF BOILING SPRINGS

PUBLIC NOTICE

Billing Schedule & Policies / CodeRed Notification System / Billing Notification List

Billing Schedule and Policies

Bills are due on the 10th of the month without exception. After the 10th a \$10 Late Charge is added to the original bill and the bill becomes delinquent. Partial payments are applied to fees and penalties first, then solid waste fees, then water and sewer.

If the bill is not paid by the 20th of the month water service will be discontinued and an additional \$25 Reconnection Fee will be added to the delinquent bill. The reconnection fee for weekdays after 4 p.m., weekends and holidays is \$50. A \$200 Meter Tampering Fee will be added if the meter is illegally turned on and criminal charges will be sought if a meter is damaged.

**The Town is only responsible for generating and mailing the water bill. If a customer does not receive a bill it is still the customer's responsibility to pay the bill within the specified time period.*

CodeRed Notification System

The Town uses Emergency Communication Network's CodeRed product to notify residents of emergencies and important information regarding town services. The CodeRed system uses a reverse 911 system that uses a database of land-line phone numbers in the event of an emergency. CodeRed allows you to associate your cellphone and email with your home address, so that you can receive notifications specific to your location. The CodeRed Mobile App even lets you receive notices specific to your phone's location. This system allows us to quickly notify specific areas with pertinent information.

Please visit the Town's website to register your custom information.

Billing Notification List

As a service, the Town will begin utilizing the CodeRed Notification System to remind residents of the disconnection date every month in an effort to minimize service interruptions. If you wish to be added to this notification list, please fill out the enclosed form and return in person to Town Hall located at 114 East College Avenue Boiling Springs, NC 28017 or by mail to PO Box 1014, Boiling Springs, NC 28017. The form can also be obtained online or at Town Hall.

Additionally, the Town offers monthly automatic bank draft for utility billing. The Bank Draft Authorization Form can be obtained online or at Town Hall.

We hope these measures assist in avoiding delinquent situations. Should you have questions or concerns, please contact Town Hall at (704)434-2357.

114 East College Avenue | PO Box 1014 | 28017 | 704 434 2357 |

www.BoilingSpringsNC.net