



**Town of Garland  
PO Box 207  
190 S. Church Ave.  
Garland, NC 28441  
910-529-4141**

### **Water / Sewer / Garbage Residential Application Regulations**

1. Residential water and sewer accounts require a secured deposit in the amount of \$175.00. If you do not have a verifiable social security number, the unsecured deposit will be \$350.00.
2. A valid government issued picture ID and a verifiable social security number are required.
3. Proof of residency is required when applying for utility services. (rental agreement, lease, mortgage statement, etc.)
4. Water / Sewer bills are due in full by 5pm on the 10<sup>th</sup> day of the month. If not paid in full, a late fee of 10% of the original bill will be added. **If all charges are not paid in full by 5pm on the 20<sup>th</sup> day of the month, services will be disconnected without further notice and a \$75.00 fee will be added to your account. On the day the account is paid in full the past due balance, services will be reconnected before 5pm. Checks are not accepted as a form of payment when reinstating service.**
5. The Town of Garland is not responsible for failure of the US Postal Service to deliver bills. Failure to receive bill does not relieve responsibility for timely payments to prevent service interruption.
6. If a customer would like to dispute a water bill, the customer shall make a request in person to the Clerk or submit in writing to address the Garland Board of Commissioners during their regularly scheduled monthly meeting. Legitimate receipts will need to be provided to the clerk.
7. Payments can be made by Cash, Check, Money Order, Debit/Credit Card or set up on Bank Draft. Payments made via debit/credit card will incur a \$3.00 processing fee. Payments can be mailed or made in person at Town Hall. There are two after-hours Drop Boxes you may use to make your payment. One is located on the wall beside the front doors of Town Hall and a Drive-Thru Box is in the parking lot at Town Hall.
8. The account will be closed out **60 days** after services are disconnected, if not reinstated. Any amount owed will be deducted from the deposit. If there is balance remaining from your deposit, you will receive a refund check within 2 weeks. **It is vital you provide us with a forwarding address to receive your refund timely.** If there is a balance owed to the town, it must be paid within 30 days. After 30 days delinquent, your information and balance owed will be turned over to NC Debt Set-Off for collection.
9. There is a \$25.00 service fee on all returned checks / bank drafts. If customer presents us with **two returned checks or drafts, the account will be placed on a cash only status.**
10. Pursuant to N.C.G.S. 14-0151.1(d), meter tampering will result in a \$500.00 fine.
11. Garbage services are provided to all In-Town customers, and to Out of Town customers who request garbage services. Garbage collection is schedule for every Monday. **Please put your cans curbside on Sunday evening to avoid a missed collection.** After collection, please remove cans from curbside and place out of street view.

**APPLICATION**

DATE: \_\_\_\_\_ ACCOUNT # \_\_\_\_\_

NAME: \_\_\_\_\_

SERVICE ADDRESS: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

PHONE: \_\_\_\_\_ CELL# \_\_\_\_\_ EMAIL ADDRESS \_\_\_\_\_

EMPLOYER: \_\_\_\_\_

EMPLOYER ADDRESS: \_\_\_\_\_

EMPLOYER PHONE#: \_\_\_\_\_

PROPERTY OWNER, IF NOT APPLICANT: \_\_\_\_\_

PROPERTY OWNER ADDRESS: \_\_\_\_\_

PROPERTY OWNER PHONE: \_\_\_\_\_

I, \_\_\_\_\_, have received a copy of the Water / Sewer / Refuse Residential Application Regulations. I have read and understand these rules set out by the Town of Garland Board of Commissioners.

\_\_\_\_\_  
APPLICANT

\_\_\_\_\_  
DATE

\_\_\_\_\_  
DEPUTY CLERK

\_\_\_\_\_  
DATE

**\*\*\*FOR OFFICE USE ONLY\*\*\***

DATE DEPOSIT PAID: \_\_\_\_\_

METHOD OF PAYMENT: \_\_\_\_\_