



Town of Columbus

PO BOX 146 · Columbus, NC 28722 · (828) 894 - 8236

For Office Use Only:

Account #: _____

Start Reading: _____

1st Bill: _____

Application for Water/Sewer Service

Application Date: _____

Service Date: _____

Customer Name: _____

(Please Print)

Service Address: _____

Billing Address: _____

Telephone Primary: _____ Secondary: _____

Email _____ Receive Emails Paperless Billing E-newsletter

Landlord Name: _____ (IF RENTING)

New Account: Yes: No: Service Type: Residential: Commercial:

Inside City Limit Deposit **\$150.00**

Outside City Limit Deposit **\$200.00**

Cash: _____ Check: _____ CCD: _____

Cash: _____ Check: _____ CCD: _____

To comply with our Identity Theft Prevention Program, the Town of Columbus requires all applicants to furnish a Federal or State Issued picture I.D.; a copy of which will be attached and retained with the second page of this application.

Customers with multiple utility accounts shall have unpaid balances removed from their inactive accounts and transferred to their active accounts to require payment. The transferred balance will be treated as a balance due, and payment must be received to continue utility service.

I hereby certify that I have received and read the following attachments: (please initial)

Water and Sewer Rate Schedule _____

Everbridge Nixle Notification _____

Customer Accounts Policy _____

Service Disconnection Policy _____

Leak Adjustment Policy _____

I hereby apply for service at the above address shown and agree to abide by the rules and regulations governing such service. I agree to financial responsibility for charges billed to this account.

Customer Signature: _____

All applicants must complete page 2 for water service billing purposes.



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JUSTIFICATION FOR COLLECTION OF SOCIAL SECURITY NUMBER ON UTILITY FORMS

The Town of Columbus is authorized to collect social security number information from customers to assist in settlement of unpaid balances for services. Use of this information may include but is not limited to use for accurate individual identification, for asset attachment, and garnishment as set forth in North Carolina General Statute 105-368, and for debt set-off as set forth in North Carolina General Statute 105A-3.

As required by North Carolina General Statute 132-1.8, this information will not be made available to the general public and will be protected according to state guidelines. In accordance with the 2001 North Carolina Privacy Act, disclosure of the requested information is voluntary.

Social Security Number: _____

For Office Use Only:

Acct #: _____

Name: _____

Address: _____

Other: _____

Town of Columbus

Water and Sewer Rates

July 1, 2024

Residential Inside City Limits Water Rate	\$24.05	0 - 3,000 gallons
	\$3.50	3,001 - 10,000 gallons
	\$4.81	10,001 + gallons

Residential Inside City Limits Sewer Rate	\$34.80	0 - 3,000 gallons
	\$5.23	3,001 - 10,000 gallons
	\$6.54	10,001 + gallons

Residential Outside City Limits Water Rate	\$48.09	0 - 3,000 gallons
	\$7.01	3,001 - 10,000 gallons
	\$9.64	10,001 + gallons

Residential Outside City Limits Sewer Rate	\$69.59	0 - 3,000 gallons
	\$10.45	3,001 - 10,000 gallons
	\$13.08	10,001 + gallons

Saluda/Tryon Line Fee	\$3.40	All customers
Garbage Fee	\$25.00	Inside Residential

***Residential water and sewer rates are based on a 3,000-gallon minimum**

***After the initial 3,000 gallons, all rates are based on a per 1,000-gallon basis**

Town of Columbus Water and Sewer Rates July 1, 2024

Commercial Inside City Limits Water Rate	\$38.96	0 - 5,000 gallons
	\$3.50	5,001 - 10,000 gallons
	\$4.81	10,001 - 100,000 gallons
	\$6.13	100,001 - 500,000 gallons
	\$7.44	500,001+ gallons

Commercial Inside City Limits Sewer Rate	\$56.60	0 - 5,000 gallons
	\$5.23	5,001 - 10,000 gallons
	\$6.54	10,001 - 100,000 gallons
	\$7.85	100,001 - 500,000 gallons
	\$9.16	500,001+ gallons

Commercial Outside City Limits Water Rate	\$77.94	0 - 5,000 gallons
	\$7.01	5,001 - 10,000 gallons
	\$9.64	10,001 - 100,000 gallons
	\$12.26	100,001 - 500,000 gallons
	\$14.89	500,001+ gallons

Commercial Outside City Limits Sewer Rate	\$113.19	0 - 5,000 gallons
	\$10.45	5,001 - 10,000 gallons
	\$13.08	10,001 - 100,000 gallons
	\$15.70	100,001 - 500,000 gallons
	\$18.33	500,001+ gallons

***Commercial water and sewer rates are based on a 5,000-gallon minimum**

***After the initial 5,000 gallons, all rates are based on a per 1,000-gallon basis**



Town of Columbus

Advisories Notifications

EVERBRIDGE NIXLE

Stay safe and informed before, during, and after a critical event in your community.

Receive alerts for severe weather, criminal activities, severe traffic, missing persons, water leaks, or local events. Everbridge Nixle keeps you up to date with relevant information from your local public safety departments. As a Town of Columbus resident or customer you will be getting phone calls from the Town of Columbus. The phone number associated with the account will be the phone number the town will use, if you ever do change phone numbers, please call Town Hall.



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Customer Accounts Policy

1) Deposit

- a) **There is a \$150.00 deposit for service addresses located within the town's corporate limits, and a \$200.00 deposit for service addresses located outside the town's corporate limits.**

Deposit is due at the time of application for water service. This deposit will be applied to any unpaid balance at the disconnection request of the account holder. Any credits to the account exceeding \$5.00 after the deposit is applied will be refunded separately within 30 business days.

2) Bills

- a) **The Town will read meters around the 15th of each month, and bill accordingly for the usage during that time period.**
- b) **Water/sewer/garbage bills will be sent out around the 20th of each month and are due by the 10th of the following month.**

The Town will accept payment in the form of check, cash, credit, or debit, and the drop box in the front door may be used when the office is closed if paying with check (any payment dropped after hours must include the customer account number in order to be correctly applied to your account).

Payment can be made online at www.columbusnc.com by clicking on the Payment Center icon or via phone by calling 828-382-8415.

- c) **Any bills not paid by the 10th of the month will be charged a 10% late fee.**
The late fee will be applied on the 11th.
- d) **If the bill is not paid by 5:00 pm on the 20th of the month, a disconnect penalty fee will be added to the bill.**
- e) **Any accounts that remain past due will be automatically turned off without further notice on the 21st of each month.** (If the 21st falls on a Monday, Friday, weekend, or holiday, service will be disconnected the following business day)

Service will not be restored until the account is paid in full, which may include current bill charges that are not yet past due as well as any late and disconnect fees.

Disconnect fees are charged according to account history as follows:

1st time being disconnected = \$10

2nd time being disconnected = \$35

3rd and all subsequent occurrences = \$75.

(1) Extenuating circumstances: It is understood by the Town that there are occasions when payment in full of a bill may present an unsurmountable hardship for a customer. In these cases, it is the policy of the town that a customer may make application for a Payment Agreement in which the customer will make arrangements to pay their bill in full at a later date.

The following guidelines will apply:

- Customer must complete and sign the provided form requesting an agreement
- Agreement must be reviewed and approved by the appropriate town staff
- Customer must agree to make payment in full of any past due balances prior to the 5th of the following month. *(If payment is promised after the 5th of the*



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month, it is understood that the entire account balance must be paid in full at the time the agreement is due.)

- No customer shall be granted more than two (2) payment agreements in any fiscal year (July 1- June 30)
- Failure to make payment as agreed will result in immediate disconnection of service, disconnect charges applied to the account, and permanent revocation of ability to apply for payment agreements.
- The Town of Columbus reserves the right to deny approval of payment agreement for any reason.

(2) State of Emergency: Notwithstanding the additional provisions of subparagraph (e) above, should the Town declare a State of Emergency, the following guidelines shall apply so long as the State of Emergency continues in effect:

- Water shall not be disconnected as a result of nonpayment
- There shall be no additional late fees charged to an account for nonpayment during the State of Emergency (this does not affect late fees incurred prior to the issuance of the State of Emergency or following)
- Accounts that elect to pay water bills online during the State of Emergency on any business day on which Town Hall is officially closed to the public due to emergency reasons shall receive a credit equal to the cost of the online convenience fee for credit card usage
- Upon termination of the State of Emergency, any accounts past due in payment shall make a payment plan with the Town to provide for repayment of water service fees, and the total amount past due shall be paid within twelve (12) months of the termination of the Town State of Emergency.
- No provision herein shall be construed as a waiver of the Town's right to collect water bill payment on any account, further, water bills shall continue to be distributed during the Town's State of Emergency and customers are obligated to continue paying those accounts.

f) The Town of Columbus does not prorate bills.

If water is on and usage is 0 to 3,000 gallons, the account will be billed for a full month's base fee.

3) Garbage / Sanitation

a) *If you live within the city limits, a garbage/recycling fee will be added to your water/sewer bill each month.*

(Fee is determined by the Town's adopted schedule of fees for the current fiscal year.)

b) **Garbage collection will be each Tuesday morning, and all receptacles must be placed curbside for pickup prior to 6:00 AM.**

*A 96-gallon can will be provided to all inside residential customers and all garbage must be bagged. *

c) **Recycling collection will be each Friday morning, and all receptacles must be placed curbside prior to 6:00 AM.**

*You must provide your **own bins**; materials do not need to be sorted or bagged. *

4) For any after-hours emergencies, please contact Polk County Dispatch at 828-894-0187



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Leak Adjustment Policy

- 1) When it is discovered by a town employee that an unusually large amount of water has passed through a customer's water meter the customer shall be notified via phone and a written letter to document the excess usage by an official representative of the town.
- 2) Water wasted after the notification will be the sole responsibility of the customer.
- 3) If it can be documented that the excess usage is the result of a leak and after a Request for Adjustment Form has been completed by the customer, the following adjustments may be made on the customer's water account:
 - a) For customers with leaks below or equal to 200% of the six month average use, the customer will be required to pay the average water charge for the previous six months. The sewer charges, if applicable, will be averaged as well.
 - b) For customers with leaks greater than 200% of their six month previous average use, the customer will be required to pay the average water charge for the previous six months PLUS 25% of the leak amount. Sewer charges, if applicable, will be the average of the previous six months.
- 4) No more than two adjustments may be made to the same account in a twelve (12) month period, except that the Town Manager is authorized to allow more than two (2) water bill adjustments if, in his/her discretion, the additional adjustments are warranted by extenuating circumstances. The Manager must provide a written reason for this deviation to the Town Council.
- 5) The Town Manager is authorized to allow larger water bill adjustments or deny adjustments if, in his/her discretion, they are warranted by extenuating circumstances. The Manager must provide a written reason for this deviation to the Town Council.