



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

Water / Sewer / Garbage **Commercial** Application Regulations

1. Commercial water and sewer accounts require a secured deposit in the amount of \$225.00. If you do not have a verifiable social security number, the unsecured deposit will be \$450.00.
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 of the 10th 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 20th day of the month, services will be disconnected without further notice and a \$75.00 fee will be added to your account. When services are disconnected for non-payment, customers will be required to bring their deposit up to the current deposit amount as set forth in the fee schedule before services can be reinstated. On the day the account is paid in full, services will be reconnected before 5 pm. 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 a 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 to the Clerk, 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 located in the parking lot at Town Hall.
8. The account will be closed **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. Due to administrative cost, refunds of \$2.00 or less will not be refunded. **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 charge on all returned checks / bank drafts. If a 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 scheduled for every Monday. **Please put your can 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# _____

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 / Garbage Commercial Application Regulations. I have read and understand these rules set out by the Town of Garland Board of Commissioners.

APPLICANT

DATE

CLERK

DATE

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

DATE DEPOSIT PAID: _____

METHOD OF PAYMENT: _____
