



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

## **Water / Sewer / Refuse 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 of 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 of the 20<sup>th</sup> day of the month, services will be interrupted without further notice. Services will be reinstated after payment of outstanding bill and fees, including a reconnect service fee of \$50.00. 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 deputy town clerk by the Tuesday prior to the regularly scheduled board meeting to address the Garland Board of Commissioners. Legitimate receipts will need to be presented to the clerk.
7. Payments can be made by cash, check, money order, debit/credit card or set up on utility draft. Payments made via debit/credit card will incur a \$3.00 processing fee. Payments can be mailed to PO Box 207, Garland, NC 28441 or made in person at 190 S. Church Avenue, Garland, NC 28441.
8. There is an after-hours drop box located at the front doors of the office for your convenience. NO CASH!
9. The account will be closed out 30 days after service interruption, if not reinstated. Any amount owed the town will be deducted from the deposit. If there is balance, you will receive a refund check within 2 weeks. If there is a balance owed 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.
10. There is a \$25.00 service fee on all returned checks / bank drafts. If customer presents us with 2 insufficient fund checks or drafts, the account will be placed on a cash only status.
11. Pursuant to N.C.G.S. 14-0151.1(d), meter tampering will result in a \$500.00 fine.
12. Garbage and recycle cans will be provided to our in-town customers, and our out of town customers who request the additional service. Garbage collection is schedule for Mondays and recycle collection is scheduled for every other 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# \_\_\_\_\_

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: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_