



Town of Jamestown
Utility Payment Policy
Finance Department

Effective October 1, 2012
Amended February 3, 2016

Paying Your Bill

All bills are due and payable on or before the date set forth on the bill. In most cases, **an account is considered past due if not paid by 5:00 PM on the 20th** and is subject to late fees (see 'late fees' below).

You may pay your bill any one of the following ways:

1. **Mail:** Please enclose the bottom portion of your bill with your check or money order in the enclosed envelope. Please write your account number (not meter number) on your check or money order.
2. **Draft:** You may pick up a bank draft form at Town Hall or download it from our website at www.jamestown-nc.gov.
3. **In Person:** At Town Hall, 301 E. Main St. Please bring your bill with you.
4. **Online:** You may use our convenient online payment service via the link on our website.
5. **Phone:** You may pay by phone at the number listed on the bill and on the Town's website.

Drop Box: You may place your after-hours payment in our door drop slot located at the front and rear entrances of Town Hall. All payments received after 5 p.m. will be posted on the next business day.

If concerns arise about the bill or if you do not receive your bill by the first week of each month, contact the Utility Coordinator at Town Hall (301 East Main St., Jamestown, NC 27282) at 336-454-1138 between the hours of 8:30 a.m. to 5:00 p.m. during normal days of operation. A questionable bill is not basis for non-payment by the account holder. Failure to receive your bill does not relieve obligation to pay or avoid penalties and/or non-payment charges. The Town of Jamestown is not responsible for failure of the U.S. Postal Service to deliver bills.

Customers disputing the correctness of their bill shall have a right to contact the Finance Director and may present their concerns of the utility billing charge. The Finance Director is authorized to order the customer's service not be discontinued and shall have authority to make a final determination of the customer's concern. In the absence of payment of the bill rendered, service will be discontinued at the time specified.

If You Did Not Pay Your Bill by the Due Date

If the bill is not paid by or before the date specified on the bill, then a second notice will be provided to the customer by either door hanger at the service location or by telephone call (automated) if the customer has provided the Town staff with a correct telephone number. The customer is responsible for providing the Town staff a telephone number upon application for utility service and should maintain a working telephone number with the town.

Late fees are set forth in the Town's Fee Schedule and will be added to delinquent accounts at 5:00 p.m. on the due date. An account is considered past due if not paid by the 20th of each month and is subject to late fees. If the due date falls on a weekend, then late fees will be added at 5:00 p.m. the following business day. If the bill is not paid within 10 days of the bill due date, service will be discontinued for nonpayment. Non-

payment fees will be imposed during work hours (Monday through Friday, 8:30 a.m. to 5:00 p.m.), and additional non-payment fees will be imposed after business hours.

Discontinuance of Service

If the bill is not paid by the 30th of each month, then the services may be discontinued. The month of February is the lone exception. When it becomes necessary for the Town to discontinue utility service to a customer for nonpayment of bills, service will be reinstated only after all bills for service then due have been paid, along with non-payment fees as set-forth in the Town's Fee Schedule. This date is called the 'cut-off' date. If this date falls on a weekend, then the service may be discontinued the next town hall business day.

For convenience to customers, a drop slot is provided at Town Hall for after hour payments. Payment (including any late fees) must be received no later than 5:00 PM on the cut-off date to prevent discontinuance of service. Payments received after 5:00 PM on the cut-off date will have a non-payment fee added to the account at the beginning of the next town hall business day. If service is discontinued, payment must be received at Town Hall prior to 3:00 PM to ensure the water service will be re-established that same day.

After hours re-establishment of service is available and fees apply. View the Town's Fee Schedule for rates.

Any returned check or insufficient funds available during a bank draft on an account will be charged a **Returned Check Fee**. The account holder is informed of the returned check by written notice. If the service bill and accumulated fees are not paid within seven (7) days of the date on the written notice, then water service may be discontinued. If any check written for deposit on a new account is returned, the service will be discontinued immediately.

Finance Director Town Hall 301 East Main St. Jamestown, NC 27282 Ph. 336-454-1138 Fx. 336-886-3504	Utility Billing Coordinator Town Hall 301 East Main St. Jamestown, NC 27282 Ph. 336-454-1138 Fx. 336-886-3504
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