



Town of Jamestown
Utility Payment Policy
Finance Department

Effective October 1, 2012

All utility bills are due and payable upon receipt. Account holders are responsible to pay the bill in full no later than the 20th of each month. An account is considered past due if not paid by the 20th and is subject to late fees. **Second notices will not be mailed to delinquent account holders.** The Town will make effort to contact these account holders via phone and/or door hanger with no guarantee. 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. If the due date falls on a weekend, then late fees will be added at 5:00 p.m. the following 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 at 336-454-1138 between the hours of 8:30 a.m. to 5:00 p.m. 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 disconnection charges. The Town of Jamestown is not responsible for failure of the U.S. Postal Service to deliver bills.

The cut-off date for non-payment is the 30th of each month (10 days after the 20th of each month), with the exception of February. If payment is not received by the cut-off date, then the service is subject to cut-off. If the service cut-off date falls on a weekend, then the cut-off day will be the next 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 termination of service. Payments received after 5:00 PM on the cut-off date will have a re-connection fee added to the account at the beginning of the next business day. If service is cut-off, payment must be received at Town Hall prior to 3:00 PM to ensure the water service will be turned back on that same day.

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

Any returned check 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 cut off. If any check written for deposit on a new account is returned, the service will be disconnected immediately.

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. **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.