

For More Information:

Public Works Service Center (919) 775-8247
Fire Dept. (non-emergency) (919) 542-3380
Police Dept. (non-emergency) (919) 542-2811
Engineering (919) 777-1122

Additional information and forms can be found at:
www.tririverwater.com

Customer Service Department Hours of Operation

Monday thru Friday 8:00 am – 5:00 pm
Closed weekends & holidays

After hours emergency: (919) 775-8215

TriRiver notifies all customers of any planned repairs that might affect your water service. However, we have some unplanned interruptions such as broken mains or cut lines that we are unable to notify you.

The Meter Department reads meters on the customer's premises. The customer must not block access to the meter, which includes the placement of fences and shrubbery or the parking of automobiles.

P.O. Box 910
630 East Street Suite 3
Pittsboro, NC 27332
Phone: (919) 775-8215
Fax: (919) 642-8030

www.tririverwater.com
customerservice@tririverwater.com
(email)

Equal Employment Opportunity Statement: TriRiver Water does not discriminate based on race, color, national origin, sex, religion, age, or disabling condition in employment opportunities or the provision of services.

Rates:

Classifications:

- Residential/Commercial
- Multi-Unit Residential
- Irrigation

Base Administrative Fee/Meter \$18.98 monthly plus usage
Block 1 (0 to 5000) gallons \$ 8.86 per 1,000 gallons
Block 2 (5001 to 8000) gallons \$10.76 per 1,000 gallons
Block 3 (over 8000) gallons \$12.65 per 1,000 gallons

Non-Residential Industrial Production

(manufacturing facility water for production, poultry farms, nurseries, etc.)

Base Administrative Fee/Meter \$18.98 monthly plus usage
0 gallons and over \$ 5.79 per 1,000 gallons

Bulk Water (from Chatham County Water Treatment Plant)
Base Administrative Fee/Meter \$18.98 monthly plus usage
Over 1 gallon \$5.79 per 1,000 gallons

CHATHAM



TriRiver Water (CC)

Customer Service Dept.

Rules & Regulations



TriRiver
WATER

Account Number

Customer Number

Cycle
Date

Due

Pay online at:

www.tririverwater.com

GO PAPERLESS!

Ask to receive your utility
bill by E-mail!

Sign up for alerts

Information about your bill:

BILLING:

Meters will be read and bills rendered monthly (by the 1st of each month). However, TriRiver Water reserves the right to vary the dates or length of the period covered, temporarily or permanently, if necessary or desirable. Bills for water service will be calculated in accordance with the published rate schedule then in effect and will be based on the amount of water consumed during the period covered by the meter readings. Most Chatham County water meter readings are read in 1,000 gallons, but usage is converted to cubic feet before billing. 1,000 gallons is equivalent to 134 cubic feet. This conversion calculation could result in your bill being a few cents more or less than expected. All active customers are billed a base amount at the current rate, whether they use water or not.

Billing Cycles

Cycle 7: Water bills are due and payable by the 25th of each month. No 2nd notices will be sent.

A late fee of \$5.00 will be applied on the 26th of each month to any outstanding balance not paid by the 25th. This applies to payments online, in the office, and in the drop box.

If the account is not paid in full by 8:00am on the 15th of the following month, a delinquent fee of \$35.00 will be applied and the service will be subject to disconnection.

If your service is disconnected for non-payment, delinquent fees, or arrears, all outstanding charges, including the current month's charges, must be paid before service can be restored. A \$75.00 after hours fee will be charged for service reconnected after hours.

If you are cut off and owe for two months, your account will be closed. To re-establish service, you must pay the account up to date and a deposit.

METER TAMPERING :

Per North Carolina General Statute 14-151.1, it is illegal for any unauthorized person (including a licensed plumber) to obstruct, alter, tamper with, relocate, willfully damage, or bypass a water meter. It is illegal for any person (including a licensed plumber) other than a TriRiver Water employee to reconnect a water meter after TriRiver Water personnel have disconnected it.

Any person violating this section shall be guilty of disorderly conduct and shall be subject to immediate arrest under charge of disorderly conduct.

UTILITY DEPOSITS:

The deposit amount is \$75 for each meter location. All customers shall apply for a new utility service. Customers should present a valid identification, social security card, and/or Federal Tax ID Number pursuant to NC General Statutes, Chapter 105A-3(C), The Setoff Debt Collection Act. This information will be used solely to collect unpaid bills and submit outstanding debts to the NC Dept. of Revenue for collection by applying the debt against any income tax refund and/or lottery winnings you may be entitled to receive. In addition to securing monies owed to TriRiver Water, the NC Dept. of Revenue will assess a debt collection transaction fee, deducting any current or future refund until the debt is paid in full. TriRiver Water will not disclose your number without your consent to anyone outside the TriRiver Water area except as mandated by law. TriRiver Water requires a security deposit payable in advance. Deposits shall not draw interest. If your water is cut off and finalized, your deposit will be applied toward your final bill, and you will receive a check for any remaining funds.

PAYMENT INFORMATION:

TriRiver Water accepts the following payment methods:

- Cash
- Checks
- Money Orders
- Debit/Credit/Visa/MC/Discover/Amex (in person, over the phone, or online at tririverwater.com. Have account and customer numbers available 2% convenience fee will be charged
- Automated Bank Drafts - drafted on the due date of your billing cycle (ask for draft form)
- Night Deposit Box: located at the Pittsboro office, in front of the building. Include a stub and envelope along with a check or money order. TriRiver Water is not liable for cash payments placed in the night drop. Any payments placed in the box after 8:00 am may not be credited until the following business day.

Bill Payment Address: include bill stub to :

TriRiver Water, PO Box 96888 Charlotte, NC 28296-6888.
Please use the return envelope provided and write the bill/account number on your check.

Online bill payers (through your bank or bill-paying service):

mail payments to: TriRiver Water, PO Box 910, Pittsboro, NC 27312. Please include your account.

Correspondence:

TriRiver Water, PO Box 910, Pittsboro, NC 27312

You are responsible for payment, whether you receive a bill or not. Please contact the office if you have not received a bill in five days. TriRiver Water is not responsible for post office delays.

LEAK/HIGH BILLS:

If your bill increases from one month to the next and you have not yet used any extra water, please follow these steps. Check your home for possible leaks. Ensure no one is using water, and then look at the dial on the meter. If the dial moves, the water is running, or there is a leak. If you have a leak, call a plumber or make repairs. If you cannot find a problem, contact us, and we will have our service technician check the meter (no charge). If you have a leak and hire a licensed plumber to repair it, please provide us with a statement as soon as possible. We also accept receipts for materials when minor leaks are repaired. Customers are allowed one (1) leak adjustment in any one calendar year based on a 12-month average.

After-hours emergency cut-off: Please contact (919) 775-8268 to dispatch a service technician to disconnect the water if needed.

TRANSFERS :

If you already have service with us and are moving to a new location, please submit a Disconnect/Transfer Form at least one business day prior to the transfer date. We must have a start date for the new service and a stop date for the old service. If you have a deposit, it will transfer to the new account. Your account must be paid current, regardless of the due date, to transfer your service.

DISCONNECT SERVICE :

To disconnect service, you must submit a Disconnect/Transfer Form at least one business day before. Please be prepared to provide us with your forwarding address, phone number, and Social Security number for verification purposes. You will receive at least two more bills when you disconnect the service. When you place an order to disconnect service, a pending bill is usually generated in the process, and your final bill will be based on your last reading.

RETURNED CHECK S/DRAFTS/CREDIT CARDS:

If TriWater receives a return check, draft, credit card, or e-check on an account, a return check fee of \$25 per item will be added to the account in accordance with North Carolina law (G.S. 25-3-506). If you have two returned checks or drafts within a 12-month period, you must pay the bill in cash for one year.