

For More Information:

Public Works Service Center (919) 775-8247
Fire Dept. (non-emergency) (919) 542-4101
Police Dept. (non-emergency) (919) 542-3200
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 St * Suite 3
Pittsboro, NC 27312
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:

Water

Basic Service Charge	Inside	Outside
Meters ≤ 1 inch	\$22.85	\$45.69
Meters > 1 inch	\$41.97	\$83.96

Plus a monthly usage fee per 1,000 gallons (Water)

	Inside	Outside
0 to 2,000 gallons	\$ 8.46	\$16.90
2,001 to 6,000 gallons	\$ 9.88	\$19.78
> 6,000 gallons	\$11.76	\$23.53

Wastewater

Basic Service Charge	Inside	Outside
Meters ≤ 1 inch	\$20.28	\$40.55
Meters > 1 inch	\$37.58	\$75.15

Plus a monthly usage fee per 1,000 gallons (Wastewater)

	Inside	Outside
0 to 2,000 gallons	\$10.51	\$21.01
2,001 to 6,000 gallons	\$12.62	\$25.25
> 6,000 gallons	\$15.08	\$30.15

Sewer Only Rates

Flat Fee	Inside	Outside
	\$66.52	\$66.52

Bulk Water Rates

Monthly Consumption Level	Inside	Outside
Per 1,000 gallons	\$16.90	\$23.53



TriRiver Water

(PTSB)

Customer Service Dept.

Rules & Regulations



TriRiver WATER

Account Number

Customer Number

Cycle Due
Date

Pay online at:

www.tririverwater.com

GO PAPERLESS!
Ask to receive your utility
bill by E-mail!
Sign up for alerts

PTSB

Information about your bill:

BILLING:

Meters will be read, and bills rendered monthly (by the 5th of each month), but TriRiver Water reserves the right to vary the dates or length of 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 Pittsboro water meters currently read in gallons, and usage is converted to cubic feet before billing. 7.48 gallons is equivalent to 1 cubic foot. All active customers are billed a minimum bill at the current rate, whether they use water or not.

Billing Cycles

Cycle 5 = water bills are due and payable by the 20th of each month. No 2nd notices will be sent.

Late fee of 15% will be applied on the 21st of each month to any outstanding balance not paid by the 20th. This applies to payments online, in the office, and in the drop box.

If the account is not paid in full by 8:00 a.m. on the 1st of the month, a delinquent fee of \$45.00 will be applied, and the service may be subject to disconnection. All outstanding charges must be paid before service is resumed. To resume service after normal business hours, a \$55.00 after-hours fee applies. If your service is disconnected due to non-payment, delinquent fees, or arrears, all outstanding amounts must be paid before service can be restored.

Your account will be closed if you are cut off and owe for two months. To re-establish service, you must pay the account up to date and a non-refundable service fee.

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 \$75.00 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, 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 area except as mandated by law.

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. A 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 return envelope provided and write 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 within 5 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. A non-refundable service initiation fee of \$100.00 will be assessed on the customer's first bill. 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 in advance. Please be prepared to provide your forwarding address, phone number, and Social Security Number for verification. You will receive at least two additional bills when you disconnect the service. When you place an order to disconnect service, a pending bill is typically 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 \$25 return check fee 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/drafts within a 12-month, you must pay the bill in cash for one year.