

For More Information:

Public Works Service Center (919) 775-8247
Golf Course (919) 777-1901
Fire Dept. (non-emergency) (919) 777-1501
Police Dept. (non-emergency) (919) 775-8268
Planning & Development (919) 718-4657
Engineering (919) 777-1122

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

Customer Service Department
Hours of Operation
225 E Weatherspoon St – Sanford NC 27331
Monday thru Friday 8:00 am – 5:00 pm

Closed weekends & holidays
After hours emergency: (919) 775-8268

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 3729
225 E Weatherspoon Street
Sanford, NC 27331-3729
Phone: (919) 775-8215
Fax: (919) 775-5084
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:

1 ccf = 100 cubic feet = 748 gallons

Water Residential		
Monthly Consumption Level	Inside	Outside
Min. charge up to 3 ccf	\$22.92	\$45.82
Over 3 ccf	\$6.94	\$13.84
Water Non-Residential		
Monthly Consumption Level	Inside	Outside
Min. charge up to 3 ccf	\$22.92	\$45.82
3 ccf to 8 ccf	\$6.94	\$13.84
Over 8 ccf	\$4.51	\$9.02
Sewer Residential / Non-Residential		
Monthly Consumption Level	Inside	Outside
Min. charge up to 3 ccf	\$21.68	\$32.54
Over 3 ccf	\$ 7.24	\$10.84
Sewer Only Rates		
Monthly Consumption Level	Inside	Outside
Flat Fee	\$44.83	\$65.13
Bulk Water Rates		
Monthly Consumption Level	Inside	
Min. charge up to 3 ccf	\$22.92	
Over 3 ccf	\$6.94	

SANFORD



TriRiver Water (SNFD)

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

www.tririverwater.com/Alerts

Information about your bill:

BILLING:

A customer's location determines what cycle they are billed in and therefore determines their due date. TriRiver Water bills in four cycles each month. TriRiver Water reads each customer's water meter before the issuance of a monthly bill. For billing purposes, readings are read in cubic feet and then converted to gallons. All active customers are billed a minimum bill at the current rate whether you use any water or not.

Billing Cycles

Cycle 1 = due the 26th of each month
Cycle 2 = due the 3rd of each month
Cycle 3 = due the 9th of each month
Cycle 4 = due 16th of each month

2nd notices will be generated the next day after the due date. If date falls on a non-business day, then notices will be generated the next business day.

Late fee of \$5 will be applied at 5 p.m. 10 days after the due date. This applies to payments online, in the office and drop box.

The cutoff list is generated on the morning of the 11th day after the due date and a \$15.00 administrative fee will be applied. If date falls on a Friday or non-business day, then the \$15 fee is applied and the cut off list is generated the next business day.

If your service is disconnected for non-payment, delinquent fees and all arrears must be paid before service can be restored. If service is cut off and you request that the service be restored after normal business hours, (not for new cut-on) an additional \$25 charge is required to be paid the following business day by 10 a.m. If the \$25 after-hours reconnect fee is not paid by 10 a.m. service will be disconnected without further notice and will not be reconnected again after hours.

If you are cut off and owe for two months, your account will be finale out. To re-establish service, you will need to pay the account up to date and pay 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 \$75.00 for each meter location. All customers shall submit an application 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. If you pay your bills on time and have no NSF's for 12 consecutive months, your deposit is applied towards your current bills until the deposit is applied in its entirety (does not earn interest). If your water is cut off, 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. 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 in the circular drive at the back of the building. Include return stub and envelope along with check or money order. TriRiver Water is not liable for cash payments placed in the night drop. Any payments placed in box after 8:00am 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 3729, Sanford, NC 27331-

Correspondence:

TriRiver Water, PO Box 3729, Sanford, NC 27331-3729

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 the Police Department at (919) 775-8268 to dispatch a service technician to disconnect the water if necessary.

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 TriRiver Water 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 or drafts within a 12-month period, you must pay the bill in cash for one year.