

## ***Information for Members of the EnergyUnited Water Corp.***

Water bills are due on or before the 15<sup>th</sup> of each month. After the 15<sup>th</sup> there is a penalty of 10% applied to bill. Anytime your account falls two months past due you are subject to disconnection. Once a service technician is dispatched to disconnect your service, the total bill must be paid along with the service fee to reconnect your service. The service fee for reconnection is \$50.00 if paid before 3:00 PM during regular working hours. The fee after 3:00 PM and outside of regular working hours is \$100.00. All fees are subject to change.

The bills are mailed before the last day of each month. If you do not receive a bill in the mail, you should call or come to the office prior to the 15<sup>th</sup> to pay your bill. (Anytime you have a change of address or telephone number, please notify us of this change.)

### **Making Payments:**

- You may pay your bill in the office,
- By mail
- Drop it in the night deposit located beside the Drive Thru Window.
- Bank Drafts, (a form must be completed in the office).
- By phone at 1- 844-267-9330, you will need your account number and telephone number (the number we have on file)
- On-line at [www. energyunitedwater.com](http://www.energyunitedwater.com). You will need your account number and telephone number (the number we have on file)

### ***Our water rates are as follows: effective 03/01/15***

***\$ 17.00 minimum bill***

***0 – 5000 gallons is \$ 3.95 per 1000 gallons***

***All over 5000 gallons is \$ 4.20 per 1000 gallons***

The fee for "Same Day Service" is \$ 50.00, if paid before 3:00 pm (***Emergencies will warrant same day service and is at the discretion of EnergyUnited Water Corp.***) This fee is effective July 1, 2010.

If your service is on for less than three months and then you request it to be turned off, you will be charged a service fee of \$ 50.00. This fee effective July 1, 2010.

Returned Check Fee is \$ 30.00. Two returned check maximum then cash only.

\*\*We recommend that you install a pressure regulator on your line for your protection from high pressure and pressure surges.

We are not responsible for sowing grass on your property when we set a meter.

Our telephone number is 704-585-6518. We are open Monday – Friday, except for weekends and holidays.

Should you need to contact our office due to an emergency, call 704-585-6518 and leave a message with your name, address, and telephone number. Our on-call service technician will contact you at his earliest opportunity.

Our mailing and street address is 250 McClain Road, Hiddenite, NC 28636

Our web site is: [www. energyunitedwater.com](http://www.energyunitedwater.com)

***Please note that all fees, charges, rates, rules, regulations and policies are subject to change at any time upon the direction of Management.***