

TOWN OF WEAVERVILLE - WATER DEPARTMENT
30 SOUTH MAIN STREET, P.O. BOX 338
WEAVERVILLE, NC 28787
Main Number/Billing - (828)645-7116
After Hours Emergency Number - (828)645-0606



RULES AND REGULATIONS FOR WATER CUSTOMERS

Any person wishing to connect to the Town's water system shall first file a written application with the Town. In addition, such applicant shall agree to be governed by the Town's Water Policy, to give at least two (2) days' notice in case they desire to stop using the Town water, to waive all right of action against the Town in case the Town shall find it necessary to cut off such customer's water supply.

Water customers shall supply a valve for turning off water at a private stopcock in the yard or house. The Water Department is not to be called upon for such purposes, nor shall it become liable for any damages caused by burst pipes or open taps.

A pressure-reducing valve shall be required in all homes, apartments, and business buildings. The Town shall not be held responsible for any damage due to the lack of this device.

All persons using Town water must keep their own water pipes and all fixtures connected thereto in good repair at all times so as to prevent leaks and waste of water and keep the same protected from freezing.

The Town reserves the right to cut off the water supply for emergencies, water breaks, and repairs to a main feeder line. When possible, all affected water customers will be notified in advance by the Water Department.

In the case of any fraudulent use or unnecessary waste of Town water by a user thereof, it shall be the duty of the Superintendent of the Water Department to cut off the supply of water to such meter user and refuse the further use of Town water until the user complies with the Town's ordinances, policies, and regulations regarding water.

The Town shall not be liable for any damage that may result to consumers of water from shutting off of water mains or service for any purpose whatsoever, even in cases when no notice is given.

Water bills shall be mailed to all water customers on or before the first day of each month and shall be due and payable on or before the twentieth (20th) of that month. Any water charges not paid as required above shall be considered past due and delinquent. Any past due amounts not paid by the last day of the month due will be subject to a \$10.00 late fee. Partial payment will not prevent water from being cut off if a notice of delinquent account has been mailed.

It shall be the duty of the Water Department to have the water cut off from the premises of any residential customer whose account is past due and delinquent for more than 30 days. Commercial water accounts not paid in full by the 20th of each month will be delinquent and will have the water service immediately terminated. Where water is cut off, a disconnect fee of \$40 shall be charged in addition to all delinquent water charges.

A \$25 service fee will be charged on all returned checks.

When water service is cut off for delinquency, it shall be unlawful for any persons other than a duly authorized employee of the Town to do any act that results in resumption of water service.

All water customers shall be charged for all water which passes through their meter as indicated by the monthly meter reading. No adjustments in water charges shall be made for any water which may be wasted due to leaks or open taps on the customer's side of the water meter.

A \$25 account setup fee must be paid, and the following deposits must be submitted:

Connection Size	Inside Town Limits	Outside Town Limits
5/8" and 3/4"	\$80.00	\$160.00
1"	\$100.00	\$200.00
1 1/2"	\$180.00	\$360.00
2"	\$300.00	\$600.00
3"	\$600.00	\$1,200.00
4"	\$1,000.00	\$2,000.00

Water System Deposits shall apply to each individual metered connection and shall be applicable to all new connections. No new water service will be established prior to payment of applicable deposits. Residential Accounts Deposits will be applied to customer's open account after one year of service with no delinquent bills. Corporate, industrial, and business accounts (who own their buildings) deposits will be applied to customer's open account after two years of service with no delinquent bills.

The Water Department is located at Town Hall and is open from 8:30 am until 5:00 pm, Monday through Friday. Bills can be mailed in, paid in person, or put in the drop boxes located on the south side of the parking lot behind Town Hall or at the drop box on the brick column in front of Town Hall. Bills can also be paid on-line by logging onto <https://weavervillenc.mygovhub.com>.

After hours emergency number is (828)645-0606 – please leave a message and your call will be returned promptly.

Complaints should be filed or phoned into the Town Hall so immediate action can be taken.