

NEW RESIDENT INFORMATION

We would like to take this opportunity to welcome you to the Town of Lillington. Please take a moment to read the information below. You will find important information concerning your water bill, garbage service, and other important numbers.

BILLING:

New customers are placed in a new customer file and transferred to their account when the billing process is completed. Our billing is done once a month. Bills are printed and mailed the last working day of each month. The bill is due on the 15th of the following month and payable by the 20th without any penalties. Should the 20th fall on a weekend, the due date extends to the next working day at 5:00 p.m.

PENALTIES:

Penalties begin to accrue on the 21st day. A \$10 late fee is added to all unpaid accounts. On the 26th of each month all accounts not paid by 5:00 p.m. on the 25th, will be assessed a disconnect date penalty of \$20. Once service is disconnected, a reconnect fee of \$20 is also added. Disconnected accounts must be paid in full in order for service to be resumed.

The Town does not send second notices; however, it does offer an extension of payment. If you are unable to meet this deadline, you must contact Town Hall by 5:00 p.m. on the 25th. All penalties continue to accrue and the account must be paid in full of all charges by the extension date. This extension is granted only once a year.

Only Town Public Works employees are allowed to turn meters on and off. At any time your service is disconnected and you turn your meter back on, there is an illegal cut on fee of \$50. Periodic checks are made of meters turned off for non-payment. If your account is unpaid and the service is checked and back on, the meter will be removed and a meter-reset fee of \$50 will be added to the account.

RESUME SERVICE:

Should your service be disconnected for non-payment, the past due amount must be paid in full in order to resume service. Service will be reconnected between 3:00 and 4:00 p.m. on the same day of payment.

RETURNED CHECKS:

When a check is returned, charges are added back to the account. A \$30 returned check fee is also charged. A customer is given a date for reimbursement to be made. If payment is not paid by the date specified, service is disconnected. Penalties will be applied according to Town policy. If more than three (3) checks are returned on an account, future payments must be paid in cash or cashiers' check.

ADJUSTMENTS:

A customer is allowed one (1) adjustment a year. This adjustment is allowed on sewer only and can only be allowed for usage that does not have to be treated again at the wastewater treatment plant.

GARBAGE SERVICE:

This service is provided through Waste Industries. A monthly fee of \$10.34 is billed for once a week curbside pickup. One 96 gallon container will be provided for you. A 60 gallon recycling container will also be provided, which will be picked up every other week. If an additional container is needed, you must contract privately with Waste Industries for this container, which will be paid by you. Please contact Town Hall for your normal pick up day. Carts must be rolled out the night before your pickup day and returned to your backyard once it has been emptied. If your garbage is not picked up and you did put it out the night before, you may call this office at 893-2654 and we will contact Waste Industries. If you would like to make the call, you may do so by calling (919) 662-7100.

Yard debris and odds-n-items must be placed at the curb to be picked up. Please do not place these items under power lines. Do not mix these items. They will not be picked up. Limbs must be no longer than 6' in length and no larger than 6" in diameter. Scheduled days are as follows:

Monday & Thursday	Loose limbs & leaves	Wednesday	Odd-n-items
Tuesday	Bagged leaves & grass clippings	Friday	Clean-up

The town **will not** pick up construction materials, shingles, old paint cans, batteries or tires. These items are not accepted at the landfill without a charge. Landfill stickers are available at the courthouse for disposing of these items.

Town Hall offices are open from 8:00 - 5:00, Monday through Friday. You may contact any of our offices at the following:

Manager's Office 893-2654 Fire/Police Department 893-9111 Public Works 893-3607