



Warren County Public Utilities
712 Highway 158 Business West
P.O. Box 577
Warrenton, NC 27589
252-257-3645



To: **Warren County Water and/or Sewer Customers**

Warren County Public Utilities is proud to be your water service provider. Providing citizens with quality water service is our top priority. Thank you for opening an account with our utility company.

We would like to take this opportunity to briefly set forth our terms and conditions for maintaining an open account with our utility company. Attached are the Rules and Regulations.

Please note the following information:

Payments are due in our office by 4:30pm on the due date. Due dates are as follows:

<u>Bill Date</u>	<u>Due Date</u>
10 th of the month	5 th of the following month
15 th of the month	10 th of the following month
20 th of the month	15 th of the following month

A late fee of \$25.00 will be charged to all accounts not received in our office by 4:30pm or postmarked on the due date; and you may experience disruption in water service. Please be advised that utility bill payments received through your bank's Online Bill Pay System may arrive at our office after the due date. Based on the Warren County Public Utilities' rules and regulations, payment must be received in our office on or before 4:30pm on the due date in order to avoid assessment of a late penalty. Postmarks from the post office on or before the due date are acceptable justifications for removal of a late fee. However, most online bill system payments contain no postmark. If the online bill payment arrives after the due date, and no postmark is available, the customer must provide **proof** that the payment was mailed on or before the due date. The date written on the check is not sufficient support.

If you do not receive your bill, it is your responsibility to contact our office for balance information. Once the bill has been mailed and confirmation has been received from the post office, your bill is due and payable by the designated due date.

The Public Utilities Department wants happy and satisfied water customers, and does not desire that anyone be disappointed with our services. Thus, we ask you to carefully read all the rules and regulations.

If you have any further questions or require additional information, please do not hesitate to contact our office at 252-257-3645; or if you have an emergency after hours, please contact the Sheriff's Department at 252-257-3456 and the operator will contact our emergency on call staff.

Welcome to our family of customers!

Sincerely,
Warren County Public Utilities

"This institution is an equal opportunity provider and employer"