



Utility Customer Service Policy Handbook

**Town of Selma
114 N. Raiford Street
Selma, NC 27576
919-965-9841**

**Adopted by Council
July 1, 2007
Amended by Council
August 12, 2014
Amended by Council
July 14, 2015**

WELCOME TO THE TOWN OF SELMA

We are pleased to have you as a customer and look forward to serving you.

This handbook details the Customer Service Policies that govern our business practices related to Town of Selma services. Our Customer Service goal reaches beyond customer satisfaction. We want you to be delighted with the quality of service we provide.

If you need additional information or have any questions, please feel free to call Town Hall at 919-965-9841.

Mayor Cheryl L. Oliver

UTILITY CUSTOMER SERVICE POLICIES

SCOPE

It is the intent of this policy to establish uniform procedures for providing utility services to Town of Selma customers that will insure all citizens receive equitable consideration in an indiscriminate manner.

Town of Selma utility services are regulated by the Selma Municipal Code of Ordinances. Policies adopted and amended by the Town Council are available on file with the Town Clerk and available online at www.selma-nc.com.

RATES AND FEES

Rates and fees for all utility services are established and adopted by the Selma Town Council. The Town Council meets every second Tuesday of the month at 6:00 p.m. at the Jernigan Building; the public is invited to attend. Rates are subject to change without notice.

ACCEPTABLE FORMS OF PAYMENT

The Town accepts cash, certified checks, personal checks and money orders made payable to the Town of Selma, and credit card payments can be made online at www.selma-nc.com. Online credit card payments will have a processing fee of \$2.43 charged by the online payment processor.

APPLICATION FOR SERVICES

ORIGINAL APPLICATION --- Persons requesting utility services will be required to complete an application in person at Town Hall between 8:00 a.m. and 4:00 p.m. Monday through Friday. No service will be connected until all proper application procedures have been completed and payment in full has been made. Payment for new services must be made by cash, certified check, or money orders. No personal checks will be accepted for new deposits.

RESIDENTIAL --- All persons requesting residential utility services will be required to provide a valid social security card, along with one form of ID (Valid Driver's License, Valid Passport, or Valid State-Issued ID), service location, mailing address, and start date. Any person who does not provide the Town with a valid social security number will be charged a higher deposit. Applicant must sign the application in person at Town Hall.

Homeowners must provide a closing statement or deed to verify ownership. Property owners may have utilities connected at more than one location as long as all accounts remain current.

Renters shall provide the Town with a copy of the lease agreement and will be limited to one service location at any given time. The renter utility account will be set up in

the name or names specified in the lease. In the event that any renter named in the lease has any outstanding bill with the Town, that bill shall be paid in full before service is provided.

COMMERCIAL --- Persons establishing accounts for commercial utility services shall be required to complete an application, provide a lease or proof of ownership of property, as well as a contact person who will be responsible for payment of account. Contact person will be required to provide a social security number, one form of ID as listed above, and a home address.

TEMPORARY SERVICE --- Any person requesting temporary services to show, paint, clean or repair a residence shall be billed for all utilities and refuse collection. Habitation shall not be permitted under temporary service. Temporary service pole accounts will be billed for electric usage and any other connection fees that may apply. See page 5 for more details regarding this service.

ACCOUNT CHANGES --- Any changes of account information, such as mailing address, account holder's name, and telephone number, transfer of service or disconnection must be requested in writing by the primary person in whose name the account is listed.

LANDLORD ACCOUNTS --- No landlord will be allowed to turn on utility services (either in their name or the tenants name) if they have a past due balance on any property that they own. If a landlord (or real estate company) owes at ANY address, services will not be turned on for them, OR for the tenant, until the delinquent account(s) is paid. Delinquent account balances must be PAID IN FULL before utility services are turned on.

CUSTOMER DEPOSITS

RESIDENTIAL DEPOSITS

At time of application, any delinquent bill with the Town must be paid in full prior to connection of services.

Homeowners requesting residential service are exempt from paying a deposit, unless they are unable to provide a social security card. They will then be required to pay a regular deposit.

Renters requesting residential utility services shall be required to furnish a deposit guaranteeing payment of utility charges based on a current credit report obtained by the Town. **However**, if the Landlord or other Town of Selma property owner in good standing (no past due accounts) so desires, they can co-sign on the application. The Landlord or property owner must come into Town Hall to sign all documents, bringing along an approved form of ID and Social Security Card. If the Landlord or property owner co-signs, the Renter's Utility Deposit will be reduced by 50%. A deposit will be waived if the tenant is able to bring a credit letter from a prior utility company showing 24 months of good pay (no late penalties/disconnects).

Deposits (Green Credit Rating):

| | <u>Traditional</u> | <u>PrePay</u> |
|--|--------------------|---------------|
| Electric | \$300 | \$ 50 |
| Water | \$ 50 | \$ 50 |
| Sewer | \$ 50 | \$ 50 |
| Separate Service/ Same Premises (Ex. Utility Bldg.) | \$ 50 | \$ 50 |

Deposits (Yellow Credit Rating):

| | | |
|---|-------|-------|
| Electric | \$600 | \$100 |
| Water | \$100 | \$100 |
| Sewer | \$100 | \$100 |
| Separate Service/ Same Premises (Ex. Utility Bldg) | \$100 | \$100 |

Deposits (Red Credit Rating/No Social Security Card Provided):

| | | |
|---|-------|-------|
| Electric | \$800 | \$100 |
| Water | \$100 | \$100 |
| Sewer | \$100 | \$100 |
| Separate Service/ Same Premises (Ex. Utility Bldg) | \$100 | \$100 |

BUSINESS, COMMERCIAL, & INDUSTRIAL CUSTOMERS

Property Owners requesting utility service will not be required to pay a deposit as long as a social security card is provided. If the property owner is unable to provide a social security card, they will be required to pay a regular deposit.

Renters requesting utility service will be required to pay a deposit of \$500.00 per meter (If the Landlord or Town of Selma property owner co-signs, the deposit will be reduced to \$250.00). If the individual is able to provide a credit letter from a previous utility displaying two consecutive years of good pay (no late penalties or disconnections) the deposit will be waived. A Fire Inspection is required for any new business account and is based on square footage of the building.

REFUNDING DEPOSITS

Upon account closing or after 24 months of good pay (no late penalties or disconnects), the deposit will be applied toward the customer's utility account. Remaining funds will be used against any amounts owed on any accounts the customer may have with the Town. A refund check for any remaining balance will be mailed to the customer's forwarding address, if provided when disconnection is requested. The Town of Selma bills for utility consumption used prior to the actual billing date, so most customers disconnecting services will have at least one more bill for a full month's services and a final bill for a partial month's service.

UPDATING DEPOSITS

Any customer without the minimum deposit on file, whose service has been transferred or has been involuntarily terminated (i.e. - nonpayment, returned check, meter tampering, or any other such reason) shall be required to pay the full deposit or update the existing deposit to the minimum requirement as specified above prior to reconnecting services. Deposits will not be refunded after termination of services until all final bills are paid.

CREDIT HISTORY

The Town of Selma shall maintain a confidential credit history of all utility customers. A customer's credit shall be classified as "good" unless the customer has paid late penalties during the prior 24 months, been disconnected for nonpayment, or presented a check that has been returned. Letters of Credit shall be issued, based upon the customer's credit history, when requested by the customer.

PRE-PAY ELECTRIC METERS

The Town of Selma offers pre-pay electric meters for customers that are interested. Pre-Pay requires a lower electric deposit and you can pay as you go. Pre-Pay allows you to see exactly how much energy you're using and pay as you would like. There will be a monthly base electric fee of \$11.50 that will come off in a daily increment. Note: There is a \$20.00 minimum payment requirement on all Pre-Pay payments.

For those customers who have been disconnected for three consecutive months or a total of six times in a twelve-month period, a Pre-Pay electric meter will be installed.

TEMPORARY SERVICE

All residential customers applying for temporary service to show, paint or repair a residence MUST provide a connect date and a disconnect date at the time of application. This period shall not exceed 30 days. At the end of the 30-day limit, an extension may be requested for an additional period up to 30 days. Habitation shall not be permitted under temporary service. All residential customers receiving temporary service to show, paint, repair or construct a residence will be required to pay for all utility services, including garbage collection. If there is no existing structure (such as a new development or construction of a new home/business), only services that are available (and requested) will be charged.

Customers applying for temporary service for a new construction service pole shall be granted temporary utility services until such time that a Johnston County Building Inspector performs the final construction inspection and issues a Certificate of Occupancy. At that time, the builder must abide by the 30-day rule as specified in the above paragraph.

SERVICE FEES

Service fees shall be charged to customers for the purpose of recovering costs associated with supplying utility services and are not refundable. Except in emergencies or unusual

circumstances, no new service connections or restoration of delinquent accounts shall occur outside of normal working hours.

| | |
|--|------------------------|
| Late Penalty (Applied Day after Due Date) | 10% of Account Balance |
| Connection Fee (During Normal Hours) | \$ 35.00 |
| Reconnection Fee (Following Involuntary Termination) | \$ 60.00 |
| Reconnection Fee (After Hours) | \$ 160.00 |
| Reconnection Fee (3-Phase Meter after Involuntary Termination) | \$ 100.00 |
| Returned Check Fee | \$ 30.00 |
| Temporary Service Pole (Wire Connection) | \$ 35.00 |
| Installation of Wires (Permanent Service) | \$ 100.00 |
| Meter Recheck Fee (No Charge for 1 within each 6-mth period) | \$ 10.00 |
| Water Meter and Box Set Fee (If tap is already there) | \$ 200.00 |

Meter Tampering Fees

| | |
|--|---------------------|
| Electric Meter Cut Seal Only/Water Meter Tampering | \$50.00 each |
| Other Electric/Water Meter Tampering | \$100.00 |
| Meter Tampering 2 nd Occurrence | \$100.00 additional |
| Meter Tampering 3 rd Occurrence | \$250.00 additional |

Additional Charges may apply for replacement of damaged equipment

SERVICE CONNECTION

When the application has been completed, deposit requirements met, service charges paid, and any non-routine work (such as wire pulling or inspection) completed, the Town of Selma will connect utility services by the close of the next business day. The Town of Selma does not guarantee any same day service, but will make every effort to connect utility services as soon as possible once all requirements have been met.

TERMINATION OF SERVICES

All requests for termination of service must be made in person by the accountholder in the form of a signed work order. The customer will be responsible for all service usage within the next 24-hour period, weekend, or holiday through the next business day following the time of notice given to the Town.

TRANSFERRING UTILITIES

Utility customers wishing to transfer their service from one Town of Selma location to another must complete and sign a work order, provide a copy of the new lease, an updated form of identification, update the application information, and pay the connection fee. The customer will also be required to update the deposit at this time unless the customer has had 24 months of good pay history with the Town. When transfer paperwork is being completed, a “connect” date at the new address and “disconnect” date at the previous address must be given. Services at two addresses may not “overlap” for more than 14 days. The customer is still responsible for any outstanding balances at the previous address. Failure to pay these bills will result in involuntary disconnection at the new address.

ACCESS TO METERS

Access to metering facilities is essential in order to accurately read and check meters. The Town of Selma requires customer cooperation in allowing access to meters and ensuring that obstructions such as shrubs, fences and domestic animals do not interfere with the reading process. Access to each meter base is also necessary for safety reasons in case of emergency, such as a fire. An obstruction that is not removed (following a warning by the Electric Director), will result in an involuntary disconnect of utility services. Fees may apply for restoration of services.

GARBAGE AND TRASH COLLECTION

All residential customers will be billed a monthly garbage collection fee which will be included on the customer’s monthly utility bill. The Public Works Department may be contacted at 965-9841, Ext. 4001, concerning any questions or problems. Garbage and trash collection service is not available to non-residential accounts.

IRRIGATION METERS

Separate water taps for irrigation purposes shall be allowed when the customer has met the following requirements:

- (1) Residential customers must pay a water tap fee (see current rate schedule).
- (2) Commercial customers must pay a water tap fee equal to the actual cost of materials plus labor.
- (3) Customer must obtain a building permit for the irrigation system and the system must pass inspection.
- (4) Customer must sign a contract stating the meter will be used for irrigation purposes only.
- (5) Customer must pay for consumption plus a basic facility charge each month; the basic facility charge will be billed monthly even if there is no consumption or usage.

Meter readings will be taken each month and any unusual consumption will be investigated. THIS SERVICE IS NOT AVAILABLE FOR FAUCETS OR ANY PURPOSE OTHER THAN IRRIGATION.

SWIMMING POOLS

Customers may **avoid paying sewer charges** on pool consumption if they fill pool from a garden hose *and provide written proof of the pool capacity* to the Customer Service Department at Town Hall.

* A \$20 administration fee will be charged if a Town employee computes pool capacity. The following requirements must be met if the Public Utilities Department is required to fill swimming pool:

- (1) Customer must schedule appointment with Public Utilities at least two business days in advance.
- (2) Pool must be no more than 250 feet from nearest fire hydrant.
- (3) Pool volume must be at least 10,000 gallons. No “kiddie pools”.
- (4) \$100 fee must be paid before pool is filled.

*All water used to fill pool will be metered and billed to customer.

*Meter readers will not read meters for pool filling purposes.

WATER LEAKS

Adjustments will be made **ONLY on the sewer charges for leaks which do not cause water to go into the sewer lines**. Adjustments will be applicable only when the customer provides proof (such as a plumber’s bill or an invoice for repair and parts) for a repairable and unavoidable water leak.

The method for calculating an adjustment will be as follows:

- The average usage is computed by averaging six months’ usage prior to the leak.
- The sewer consumption is adjusted down to the average usage.
- Customer pays for adjusted sewer usage at applicable rate.

Note: Customers may receive only one adjustment in any six-month period.

INVOLUNTARY DISCONNECTION OF SERVICES

The Town of Selma reserves the right to disconnect utility services without further notice for any customer due to one or more of the following reasons:

- Failure to pay bill for utility services as required by current disconnection policy
- Failure to pay or update deposit as required
- Upon evidence of meter tampering or attempt to defraud the Town
- Refusal of legitimate access to premises, or damage to or loss of Town property on the customer's premises for which the customer is liable
- When the condition of the customer's wiring equipment and appliances is either unsafe or unsuitable for receiving electricity or may be detrimental to the supply of other customers, as determined by the Utilities Director
- Excessive water usage not repaired in a timely manner
- Failure to pay for returned check within 24 hours of written notice
- Failure to fulfill terms of a payment or extension agreement

Note: Commercial accounts unpaid will receive a 24-hour notice requiring them to pay all bills and fees as mentioned in the disconnection policy to avoid disconnection. For those customers who have been disconnected for three consecutive months or a total of six times in a twelve-month period, a pre-paid electric meter will be installed.

RECONNECTION POLICY

When it becomes necessary for the Town to disconnect services for any of the above-referenced reasons, services will be restored only after payment of: (1) delinquent utility bill, (2) any deposit or deposit update, as required; (3) reconnection fees; and (4) any material and labor costs, if required, are paid.

After regular business hours of 8:00 a.m. to 5:00 p.m., Monday – Friday, reconnections will be made only after an agreement has been signed to pay total amount due as described above, plus the night/weekend reconnect fee by 9:00 a.m. the following business day. If payment is not received by 9:00 a.m. the following day, service will be promptly disconnected and another disconnection fee will be assessed.

BILLING REQUIREMENTS

The Town utilizes a billing service to distribute utility bills. A billing cycle is defined as the period between meter readings. Electric and water meters are read once each month. Normally the billing cycle reflects 30 days consumption; however, inclement weather, weekends, holidays and other circumstances may cause a fluctuation in the number of billing days. The Town Council of the Town of Selma sets the rates for all utility services. The current rate schedules are available at Town Hall.

PAYMENT REQUIREMENTS --- All utility bills are due by the due date to avoid penalty. Any customer who fails to receive a bill is not relieved of payment responsibility. Utility bills may

be paid in person by cash, certified check, personal check, or money order at Town Hall, 100 N. Raiford Street; by placing a certified check, personal check or money order in the drop box to the left of the front entrance at Town Hall; by utilizing our Online Payment System at www.selma-nc.com or by mailing a certified check, personal check or money order to the Town of Selma, 100 N. Raiford Street, Selma, NC 27576.

All certified checks, personal checks and money orders must be made payable to the Town of Selma. Two-party checks ARE NOT an acceptable form of payment by the Town of Selma. Also, no cash change will be given for checks written for an amount greater than the utility bill; any overpayment will be credited to the customer's account. The Town of Selma reserves the right to verify funds on any check presented for payment on account before accepting such payment.

Customers utilizing the drop box should be aware that the drop box is only opened at 8:00 a.m. every business day. Therefore, payments dropped after 8:00 a.m. will be credited the next business day.

Customers utilizing the online payment system should be aware that there is a \$1.95 convenience fee and payments will be applied to their account the next business day.

LATE PAYMENT PENALTY --- Payments not received in the office by 5:00 p.m. on the due date; paid online after midnight on the due date; or placed in the drop box after 8:00 a.m. the day after the due date are considered late and will accrue a penalty of 10% of the account balance, with no minimum or maximum. If the due date falls on a weekend or holiday, the next business day will be considered the due date.

DISCONNECTION POLICY

All utility bills are due on the due date and payable at Town Hall in person, payments can be left in the night drop or by mail. Payments not received in the office by 5:00 p.m. on the due date; paid online after midnight on the due date; or placed in the drop box after 8:00 a.m. the day after the due date are considered late and service will be disconnected. NO SECOND NOTICES WILL BE MAILED. Prior to reconnection of services, all delinquent utility charges must be paid in full, plus any reconnection fees, deposits, deposit updates, or charges for materials or labor, which may apply.

If service has not been restored 9 days following disconnection, the account will be permanently closed and all deposits on file will be applied to the account. In order to have services restored, a new application must be completed (along with a new lease), all balances paid, and a deposit paid before connecting services.

Note: For those customers who have been disconnected for three consecutive months or a total of six times in a twelve-month period, a pre-paid electric meter will be installed.

CUSTOMER'S RIGHTS PRIOR TO DISCONNECTION

Any customer subject to disconnection for nonpayment may appeal to the Customer Service Supervisor.

DISPUTED BILLS --- If a customer believes the Town has made an error in calculating a utility bill, or otherwise disputes the obligation to pay the bill, the customer or the customer's authorized representative may arrange a meeting to discuss the matter. Any dispute of a utility bill must be expressed to the Town 10 days after the mail date of the bill.

EXTENSIONS --- After a customer has established six months worth of history with the Town, they will be allowed one extension per 12-month period. In order to receive the extension, the customer must sign a utility extension agreement with the Customer Service Supervisor and pay half of their account balance. The remaining balance has to be paid within 5 business days. If the balance is not paid, the customer will be charged a disconnection fee and placed on a list to be disconnected immediately. No second notices will be given. The customer's account shall be documented with any extension which may be granted. Extensions will only be given in extenuating circumstances. Extensions or payment agreements are not automatic; they are a privilege and will be granted only with proof of extreme hardship.

RETURNED CHECKS

Returned checks are defined as any check or bank draft returned unpaid for any reason by the financial institution on which the check was drawn.

When a check is returned by the bank, the customer will be notified of the returned check by a hand-delivered letter and will be given 24 hours to pay for the check by cash, certified check, or money order, plus a returned check service charge. If not paid within 24 hours, utilities will be disconnected and a disconnection fee will be charged to the account.

After the return of one (1) check for any reason, the Town requires the customer to pay all utility bills by cash, certified check, or money order **ONLY** for **ONE** year. A customer in "cash-only" payment status will be allowed to present checks again after 12 months. After the return of two (2) checks for any reason, the Town will require the customer to pay all utility bills by cash, certified check, or money order **ONLY** for **TWO** years. Should a customer write a third check that is returned by the bank for any reason, the customer's check writing privileges will be **PERMANENTLY** revoked.

If a check is returned to the Town of Selma due to a bank error, the returned check service charge shall be waived if the customer provides written documentation from a bank official taking responsibility for the returned check.

EQUAL PAYMENT PLAN

The Town offers its customers an equal payment plan that allows payment of a fixed amount per month for utility service. This amount will be determined by adding the previous 12 months of utility bills plus 8% and dividing by 12. This amount will be billed for 11 months, and the 12th month will be used to settle the account.

REQUIREMENTS:

- (1) Customer must have maintained an active utility account with the Town of Selma for at least 24 billing periods.
- (2) Customer must have excellent credit history with the Town (all payments must have been paid by the due date with no returned checks).
- (3) Customers will be allowed to sign up during the months of April and October.

**Due dates will remain the same as normal billings; penalty and cutoff policies will remain in effect.*

Penalties will not accrue if payments are made by the due date. If the event of disconnection due to nonpayment, the total balance on account will become due immediately. Customer will no longer be eligible for the equal pay plan.

The Town reserves the right to require a payment adjustment and/or conference with the customer between anniversary dates if it appears that the amount being billed and the actual consumption varies by a substantial amount.

LOAD MANAGEMENT PROGRAM

The Town of Selma offers residential customers a load management program, “Electri-Save,” which provides a monthly credit to customers for permitting the Town to install a switch on electric hot water heaters and central air conditioning units to allow power interruptions for short periods to these appliances. This program allows the Town to reduce its peak demand. Periodic inspections will be performed by the Town to review the need for load management and to ensure switches are still properly installed. A penalty charge of \$50 will be imposed to offset lost revenue by the Town for unauthorized removal of, damage to, or denied access to a load management switch.

ENERGY MANAGEMENT REBATE CREDIT PROGRAM

The Town of Selma will provide a \$400 rebate credit per central electric heat pump with heat strips and a \$150 rebate credit per high efficiency electric water heater. Rebate credits will be given only for replacement units on existing homes. In order to participate, a customer must complete a residential rebate credit application and a separate form is required for each appliance. To qualify for the rebate credit, the following is required:

- For heat pump with heat strips, a minimum 14 SEER rating and at least one ton (documentation of same is required to be submitted with the application).

- For electric water heater, a minimum 0.91 energy factor and at least 30 gallons in size (documentation of same is required to be submitted with the application).
- A copy of the bill of sale/receipt with the model, serial number, and date and address of location.
- Load management switches must be installed or reconnected on the appliance for which the rebate credit is requested.

If a request to remove the load management switch(s) is made within two years of the date that the rebate credit is issued, the full amount of the rebate credit will be charged back to the customer's utility account. After two years but within four years, half of the rebate will be charged back; after four years, none of the rebate credit will be charged back.

Once approved, the rebate credit will be applied to the customer's utility account. Landlords will have credit issued to their utility account or a rebate check will be issued.

INTERRUPTION OF SERVICE

- The Town will exercise reasonable care to provide adequate, safe and continuous electrical service, but does not guarantee same and shall not be liable for injury, loss or damage resulting from any loss of power. The Town reserves the right to suspend service when in the judgment of the Electric Director the building condition requires repairs or improvements.

EMERGENCIES

Should an emergency arise concerning utility services, customers should contact Town Hall at 919-965-9841 during normal business hours of 8:00 a.m. – 5:00 p.m. After 5:00 p.m. Monday – Friday or on weekends and holidays, customers should contact 919-934-9411.

CHRONICALLY ILL AND LIFE SUPPORT CUSTOMERS

The customer has the responsibility to notify the Town of Selma of any person in their household who is chronically ill, on a life support system, and/or wears a medical alert device by completing the proper forms and providing a doctor's letter of certification. It is the responsibility of each customer to update certification letters annually each January. If such certification renewal is not received, the customer will be removed from the program.

The customer has the right to name another person within the Town to receive a copy of any interruption notice sent to the customer. This other person may be able to help the customer avoid interruption of services but is not obligated to pay the customer's bill.

The customer has the responsibility of paying all utility bills when due. In the event of nonpayment or when utilities become subject to disconnection, the customer has the responsibility of notifying the Town to make arrangements for payment. The customer and

the third party (if one has been named by the customer) will be notified by telephone, if possible, or in writing 24 hours prior to disconnection.

RIGHTS AND RESPONSIBILITIES

- The Town has the responsibility of helping the customer understand its rate schedules, informing the customer of how the meters are read, and furnishing additional reasonable information.
- The Town has the responsibility of responding to questions or complaints from its customers. The Town accepts responsibility for providing prompt and courteous treatment to all customers.
- The customer has the right to have the Town provide a copy of the customer's billing information for the past 12 months. The town will provide this information, upon request, once every 12 months without charge.
- The customer has the right to contact the Town's Customer Service Department concerning any questions or complaints regarding service.
- If the customer questions the consumption listed on a bill, the customer has the right to request that the Town recheck the readings for accuracy. One meter recheck is permitted every six months without incurring a charge. Every subsequent recheck within a six-month period will require a fee, which must be paid prior to performing recheck. Recheck must be requested 10 days after billing.

UTILITY THEFT AND DAMAGE TO EQUIPMENT

North Carolina General Statute 14-151.1 states the following with regard to meter tampering, utility theft and fraud:

- (a) It shall be unlawful for any unauthorized person to alter, tamper with or bypass a meter which has been installed for the purpose of measuring the use of electricity, gas or water, or knowingly to use electricity, gas or water passing through any such tampered meter, or use electricity, gas or water bypassing a meter provided by an electric, gas or water supplier for the purpose of measuring and registering the quantity of electricity, gas or water consumed.
- (b) Any meter or service entrance facility found to have been altered, tampered with, or bypassed in a manner that would cause such meter to inaccurately measure and register the electricity, gas or water consumed or which would cause the electricity, gas or water to be diverted from the recording apparatus of the meter shall be prima facie evidence of intent to violate and of the violation of this section by the person in whose name such meter is installed or the person or persons so using or receiving the benefits of such unmetered, unregistered or diverted electricity, gas or water.

- (1) It is unlawful for any unauthorized person to reconnect electricity, gas or water connections or otherwise turn back on one or more of those utilities when they have been lawfully disconnected or turned off by the provider of the utility.
 - (2) It is unlawful for any unauthorized person to alter, bypass, interfere with, or cut off any load management device, equipment or system which has been installed by the electricity supplier for the purpose of limiting the use of electricity at peak-load periods; provided, however, if there has been a written request to remove the load management device, equipment or system to the electric supplier, and the electric supplier has not removed the device within two working days, there shall be no violation of this section.
- (c) Whoever is found in a civil action to have violated any provision hereof shall be liable to the electric, gas or water supplier to triple the amount of losses and damages sustained or five hundred dollars (\$500.00), whichever is greater.
- (d) Any person violating any of the provisions of this section shall be guilty of a misdemeanor and upon conviction thereof shall be fined not more than five hundred dollars (\$500.00) or imprisoned not longer than two years, or both fined and imprisoned, at the discretion of the court.
- (e) Nothing in this section shall be construed to apply to licensed contractors while performing usual and ordinary services in accordance with recognized customs and standards.

The Town of Selma reserves the right to prosecute all cases of meter tampering, utility theft and fraud to the fullest extent of the law. Should any Town personnel find an electric meter with the seal cut or removed or a water meter reconnected after being turned off, whether during utility disconnection or normal meter reading cycles, a meter-tampering charge will be added to the customer's account, which will be subject to the Town's current payment policy. Any subsequent such discoveries by Town personnel shall result in a higher fine. However, if a customer discovers and reports his or her seal cut, no charges will be levied.

Any person with three or more cut seal incidents, whether voluntarily reported or through Town discovery, shall face permanent discontinuance of services with the Town.

**If the meter tampering incident is at an address which has no active account, then the property owner will be liable for meter tampering charges and usage unless the landlord reports the tampering upon discovery.*

ELECTRICITIES

In 1965, Governor Moore chaired negotiations in which the state was divided into electric utility territories between private power companies and rural cooperatives. Municipally owned electric systems were excluded and did not participate. As a result of those negotiations, the 1965 Electric Act came into effect, severely restricting municipal franchising and operating rights. The enactment of this piece of legislation made quite evident that for municipally owned electric systems to continue to be competitive, unity on the part of all electric cities were essential. Therefore, in order to speak from a position of strength and with a unified voice, the ElectriCities concept developed.

Formed in the late 1960's and incorporated on January 1, 1984, ElectriCities of North Carolina has authority to provide aid to member cities in areas of construction, ownership, maintenance, rate design, etc. In addition to expanded services, the goal is to provide competitive rates and present an even stronger voice of public power in North Carolina.

NCEMPA

The North Carolina Eastern Municipal Power Agency (NCEMPA) was formed in 1976 and is managed by ElectriCities of North Carolina, Inc. The Agency provides all power requirements to its 32 participating municipalities, including Selma. Participation in NCEMPA assures the Town of Selma that it will have adequate supplies of electricity in the future.

FREQUENTLY ASKED QUESTIONS

Q: What do I need to bring to get my services turned on?

A: A valid state-issued photo I.D, Social Security card, lease agreement, or closing statement and any applicable fees.

Q: Do I have to come in to Town Hall to apply for service?

A: Yes. The application must be signed in person and witnessed by a Customer Service Representative at Town Hall. The name on the lease or closing statement is the person who must make application.

Q: When will my service be connected?

A: By the close of the following business day, after all requirements have been met.

Q: How can I lower my utility bill?

A:

- Check A/C and heating equipment (thermostat) for proper functioning.
- Keep thermostat at a consistent temperature.
- Check operation and temperature setting on hot water heater.
- Change A/C filters regularly.
- Check for leaks in heat/air ducts under house.
- Make sure A/C coils are clean and not blocked.
- Check for leaking pipes inside and outside.
- Make sure all faucets are completely turned off and do not drip.
- Make sure toilets aren't "running" when flushed.
- Keep lawn watering and water play to a minimum.

Q: Do I have to come in to Town Hall to disconnect my services?

A: Yes. A valid ID and a signature are required by the account holder.

Q: Can I pay my utility bill with a credit/debit card?

A: Your utility bill can be paid with a credit/debit card online at www.selma-nc.com.

TELEPHONE NUMBERS

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|---|--|
| Town Hall (Main Number) | 919-965-9841 |
| Town Hall (Main Fax Number) | 919-965-4637 |
| Customer Service (Utilities) | 919-965-9841 Ext. 1012, 1013, 1014 |
| Finance Dept Fax Number | 919-965-4637 |
| Utilities Billing/Customer Serv Supervisor/Cemetery Sales | 919-965-9841 Ext. 1011 |
| Finance Director | 919-965-9841 Ext. 1010 |
| Town Clerk/Human Resources | 919-965-9841 Ext. 1004 |
| Town Manager | 919-965-9841 |
| Parks & Recreation | 919-975-1411 or 919-965-9841 Ext. 8001, 8002 |
| Public Library | 919-965-8613 |
| Planning Department | 919-965-9841 Ext. 1006 |
| Street Maintenance/Garbage | 919-965-9841 Ext. 4001 |
| Police | 919-965-8189 or 911(Emergency) |
| Fire | 919-965-2697 or 911(Emergency) |