

## Sewer Billing Policy & Procedures

**Objective:** To bill for sewer service accurately and promptly, and to take timely and reasonable actions to collect past due amounts.

**Scope:** The majority of sewer customers are billed by the municipality or authority providing water. However, there are several hundred customers billed directly by the District primarily individuals living in residences on wells but tied into the sewer system and industrial customers.

### A. Sewer Billing Set Up

1. **Initial contact.** Upon receiving a request for new sewer service from an industry or from a residential customer on a well living outside of any municipality or other agency providing water, the Planning and Development Department is responsible for determining meter size, if any, having the customer complete the application, collect the appropriate deposit amount, and coordinating connection with Systems Services and billing staff.
2. **Application.** A completed application for service must be received and reviewed for completeness by the Billing Coordinator prior to installation of new service or releasing responsibility of prior customer if residence is sold, transferred, or leased to new tenant. An application is reproduced in Appendix I.
3. **Customer Deposit.** The purpose of a customer deposit is to try to ensure that all sewer charges are collected, which helps keep rates from unduly increasing for those customers who do pay their bills.
  - i. Any person requesting sewer service who has previously had an unpaid bill charged off by the District will be required to repay this amount, plus pay a deposit of the greater of the previously delinquent bill and the appropriate deposit in section ii below.
  - ii. Any other person requesting sewer service will be required to do **one** of the following (a, b, **OR** c):
    - a) Pay an initial deposit based on the size of the meter;

Meter less than 1"	\$120
Meter 1" or more	\$150
Other	Five months' estimated sewer charges
    - b) Provide evidence of satisfactory credit by one of the following:
      - a. Letter from prior water/sewer utility attesting that within the prior twelve months customer had no returned checks, no more than two late payments, and no disconnections for nonpayment.
      - b. Credit report from one of three major credit reporting agencies revealing no more than two late payments for the prior twelve month period.
      - c. Any equivalent documentation satisfactory to the Director of Finance that sewer bills will be paid in their entirety by the due dates.
    - c) Provide social security numbers for the person(s) responsible for payment and pay an initial deposit of \$60 for meters less than 1" or \$75 for a 1" or larger meter. In the event of nonpayment, the social security number will be used to allow the District to claim payment from the customer's State income tax refund or to facilitate other collection options. The District will comply with The Identity Theft Act of 2005 as passed by the NC legislature in collecting and safeguarding all social security numbers. A disclosure and collection form may be found at Appendix 2.
  - iii. The District has the right to apply the customer deposit to unpaid sewer charges after an account is more than 60 days past due. If all or any portion of a customer deposit is applied to past due charges, and the customer continues to receive sewer services, the District may require the customer to replenish deposit amounts at the discretion of the Director of Finance.
4. **Refund of Deposit.** The District reserves the right to retain deposits indefinitely to assure payment of sewer treatment charges. No interest will be paid upon deposited amounts. However, the District may elect to refund deposits in the following situations provided the account is at a zero balance:
  - i. After twenty-four consecutive months of payments received on time and without instances of returned checks or ACH/bank drafts; or
  - ii. Upon customer request for termination of service and District determination that either the residence will remain vacant or another responsible person has applied for service; or

- iii. Other circumstances satisfactory to the Director of Finance that all future sewer bills will be paid in their entirety and in a timely manner.

The District retains the option of effecting refunds in cash or applying to outstanding or future sewer charges. No interest will be credited to any deposits.

5. **Transfer or Disconnection of Service.** A customer will remain responsible for any sewer charges until a properly completed Application for Termination or Transfer of Service is accepted by the Billing Coordinator. A copy of this form is reproduced as Appendix 8. An MSD staff member may visit a location where service has been terminated without a new customer assuming responsibility to verify that the location is and remains vacant.
6. **Temporary Cessation of Service.** In the event a customer will not be occupying a residence for at least six months, the customer may contact the billing coordinator to qualify for a reduced rate for the length of time the building will be vacant. The monthly rate for sewer service to an unoccupied residence will reflect the estimated cost of maintaining the condition of the collection lines. At the time of application, the customer shall let the billing coordinator know when to resume regular billing. If this date must be postponed, the customer should notify the billing clerk at least 30 days in advance. In the event the District discovers the residence has been reoccupied without notification to the billing coordinator, the customer will be assessed the difference between the reduced and full rate for the entire period unless evidence satisfactory to the Director of Finance (such as electric bills) corroborates the length of time the building was vacant.
7. **Permanent or Indefinite Cessation of Service.** In the event a customer abandons or demolishes or otherwise permanently or indefinitely discontinues service to a residence, sewer charges may be waived upon notification to the billing coordinator. The District, at its discretion, may disconnect the service and/or reroute collector lines. If the service is not disconnected and the customer resumes using sewer services, the District retains the right to bill for past services for the period the service was discontinued, but not to exceed two years.

## **B. Sewer Billing Procedures**

### **I. Industrial Billing**

#### **a. Industrial Billing Rate**

The Industrial Billing Rate is for establishments that discharge wastewater generated from an industrial process.

1. The Industrial Rate is assessed to entities meeting the following criteria:
  - i. Have been issued a Permit to Discharge Industrial Wastewater by the Metropolitan Sewerage District (MSD) in accordance with Federal, State, or local guidelines.
  - ii. Have an average discharge of process wastewater equal to or greater than 5,000 gallons per day.
2. The MSD reserves the right to add or remove an entity from this rate structure.
3. Bio-Chemical Oxygen Demand (BOD) and Total Suspended Solids (TSS) Averages will be determined as follows:
  - i. The averages will be based on a one-year rolling average. The one-year rolling average will be the period from the most current data going back one year.
  - ii. Additional monitoring collected by the establishment and analyzed by a State Certified Laboratory, may be used in the BOD and TSS averages for billing purposes.
  - iii. Entities being added to the Industrial Billing rate structure will be monitored for three or four days to develop a base for the rolling averages.

4. Industrial Billing Charges shall be computed as the sum of:
  - i. Flow (1 CCF=748 gallons) multiplied by the Industrial Flow Rate
  - ii. Pounds BOD discharged per billing cycle multiplied by the Rate per Pound BOD
  - iii. Pounds TSS discharged per billing cycle multiplied by the Rate per Pound TSS; and
  - iv. Sewer maintenance fee. *(Maintenance charge will be based on the size of the meter measuring the water coming into the facility or the size of the line if there is no installed meter. Where a compound meter exists, maintenance charge will be based on the largest meter size).*
  
5. Meter Calibration
  - i. Effluent Meters used for Industrial Billing must be calibrated annually and a certification of this calibration must be submitted to MSD within 30 days of receipt.
  - ii. Private Meters used to measure process flows or credits for water not discharged to the sewer, with a diameter below 2 inches must be calibrated or replaced every ten (10) years and a certification of this calibration must be submitted to MSD within 30 days of receipt.
  - iii. Private Meters used to measure process flows or credits for water not discharged to the sewer, with a diameter 2 inches or greater must be calibrated or replaced annually and a certification of this calibration must be submitted to MSD within 30 days of receipt.

**2. Residential & Commercial Billing**

**a. Single and Multiple Family Dwellings**

Family dwellings whose water are supplied by a well and are connected to MSD will be billed at the following monthly flat rates.

Dwelling	Consumption Charged per Month	Sewer Maintenance Fee
Single Family home	5 CCF	5/8" meter
Mobile Home	5 CCF	5/8" meter
Multiple Family dwelling	5 CCF per dwelling	Based on size of incoming water line

**b. Multi-Family Dwelling and Commercial Establishments**

Multi-Family Dwellings and Commercial Establishments with a functioning private meter or who wish to install a private water meter at their own expense are subject to the following conditions:

1. The customer will install the water meter for the well or spring to measure accurately the amount of water entering the building. The meter must be a non re-settable totalizer. In other words, the number indicator will continuously advance forward and cannot be reset back to zero.
2. The customer will submit to MSD a beginning meter reading and date when the meter was installed. In cases where the meter is replaced, the customer must also include the date the previous meter was removed with its final meter reading.
3. The customer will have the responsibility of reading the meter each month and submitting this information to the MSD via a phone call, email, or fax on or before the 10<sup>th</sup> day of each month.
4. If this meter reading is not submitted to the MSD by the 10<sup>th</sup> day of the month, the highest consumption of the last (3) three consecutive months will be used to determine the billing rate for that month's bill.

5. If a meter reading is not submitted within six (6) months, MSD staff may obtain a reading and a meter reading fee will be charged.
6. If the meter reading is not submitted for three consecutive months, a non-refundable surcharge of 10% will be added to the three-month average on each successive month's bill until an accurate meter reading is submitted.
7. The customer should keep a log of those readings. Should there be any question about the reliability of the meter, the log will help to resolve or confirm the concerns.

### **3. Administrative Procedures for MSD - Prepared Sewer Bills**

#### **a. Billing**

1. Bills shall be prepared monthly and mailed between the 15<sup>th</sup> and the 20<sup>th</sup> days of the month.
2. Bills are due within 25 days of the date of preparation. Payment may be made by check, money order, bank ACH draft, credit card, or in cash at the District office.
3. The billing coordinator shall be authorized to create and post credit memoranda for adequately documented adjustments incurred by customers billed directly by the District. The billing coordinator may also make adjustments of up to \$5 to correct errors or remove disputed charges.
4. All delinquent customer accounts billed directly by the District shall be subject to reasonable collection efforts. After such efforts have been exhausted, writing off uncollectible accounts shall be authorized as follows: the billing coordinator may write off amounts up to \$10, the Director of Finance amounts up to \$1,000, and the General Manager amounts over \$1,000. The Director of Finance shall prepare an annual reporting of bad debts to be submitted to the Finance Committee. These reports shall be maintained for at least three years, and any such past due amounts shall be paid if a customer (including spouse or other adult family member of same household) re-applies for sewer service.
5. If a bill is returned to MSD by the post office as undeliverable, the billing coordinator shall contact the post office and/or other public entities as indicated, to obtain a forwarding address and correct the address in MSD records. In the event the bill becomes delinquent, the billing coordinator shall follow the collection efforts below.

#### **b. Returned checks or Drafts**

1. All checks returned for uncollected or insufficient funds will be presented to the customer's bank twice before contacting the customer for replacement.
2. Bank drafts will only be presented once, and if returned, the customer will be contacted immediately.
3. Customers will be contacted by phone first. If the billing coordinator cannot speak with customer personally and just leaves a message, a letter notifying the customer of the event and requesting replacement of the check or alternative payment arrangements will be sent.
4. Customers presenting checks and drafts which are not honored by their banks will be assessed a charge to reimburse for District staff administrative time in accordance with the fee schedule in effect at that time. Any such fees will be added to the next bill, and in the event service is terminated, must be repaid with other past due charges to reinstate sewer service.
5. Customers who do not make good any returned checks or bank drafts and applicable fees will be considered to have not made any payment, and will be subject to procedures for collection of past due sewer charges.

#### **c. Collection of Past Due Sewer Charges**

1. *Accounts 31 to 60 days.* If payment is not received within 30 days, the past due amount plus a finance charge of 1½% a month (18% annually) will be added to the current month's charges and mailed to the customer. This charge will be assessed monthly until the bill is paid in full.
2. *Accounts 60 to 90 days.* If payment is not received within 60 days, the billing coordinator will attempt to contact the customer by telephone and either secure payment or execute a mutually agreeable repayment schedule. Monthly finance charges will continue to accrue.

3. *Accounts over 90 days.* If payment is not received within 90 days, the District may take one or more of the following actions, based upon the judgment of the Director of Finance as to the most optimum method of securing payment.
  - a. The billing coordinator will forward the name, address, and balance due to the District's attorney who will prepare a collection letter explaining the legal consequences of non-payment.
  - b. The terms of the nonpayment will be communicated to any or all of the nationally recognized credit reporting agencies.
  - c. Customer may be denied access to septage dumping facilities.
  - d. With the concurrence of the General Manager, sewer service will be cut-off. Once it is determined that the delinquent customers still reside at the address, District staff will leave a door hanger (see Appendix 9) at the service address noting the date and approximate time of disconnection which must be at least one business day after placement of the notice and which includes procedures for reinstatement of service. District staff will use spray paint to mark the service connection location in the right-of-way for the dig-up crew. If the customer wishes to reinstate service, a fee of \$750 will need to be paid for removal of the valve in addition to payment of all past charges and interest assessments.

d. **Extended Payment Option.** If a customer cannot pay the entire amount of past due charges at one time, the Finance Director may arrange with the customer to make partial payments over a specified period of time. This form is reproduced as Appendix 3. If a customer does not honor the extended payment schedule, the District may disconnect sewer service or take any other legal action to collect past due charges.

e. **Customer's Rights Prior to Disconnection of Service.**

- i. If a customer disputes the accuracy or validity of sewer charges assessed by the District, he/she has the right to present his assertions to the Finance Director or designee, either in person, by phone, via e-mail, or in writing within 30 days of receipt of the bill or assessment. The Finance Director will communicate his/her determination in writing, either in a letter or e-mail, within 10 business days.
- ii. If the customer disagrees with the Director of Finance's determination, he/she has 10 business days to appeal to the General Manager either in person, by phone, via e-mail, or in writing. The General Manager will communicate the final determination in writing, either in a letter or e-mail, within the next 10 business days.
- iii. Disconnections will not be made until at least 10 days after notification of the final determination to allow the customer time to remit payment.

f. **Debt Set-Off Program.** In the event that a debtor has left the premises where unpaid sewer bills have been incurred, or all other collection efforts have proved unsuccessful, the District may use the Debt Set-Off Program allowed by North Carolina General Statutes 105A-5. Under this legislation, a government may submit duly authorized claims to the North Carolina Department of Revenue which will withhold amounts available from the debtor's North Carolina state income tax refund to satisfy the debt. This process requires that a local agency has given notice to the debtor, given the debtor an opportunity to be heard, and the claim has been finally determined. The procedures enumerated below shall be followed with the Director of Finance responsible for any additional detailed administrative procedures necessary to implement this program in accordance with this policy and applicable law.

- i. The billing coordinator will mail a notification letter certified return receipt requested, reproduced as Appendix 4, to the debtor's last known address.
- ii. If the debtor requests a hearing, the billing coordinator will mail a Notice of Hearing reproduced as Appendix 5, certified return receipt requested.
- iii. After a hearing, the debtor shall be notified of the results using the form contained in Appendix 6 to be sent certified return receipt requested.
- iv. If the debtor files a petition for a contested case, the billing coordinator shall notify the Director of Finance who will set up a date and time with the General Manager who will hear the appeal. At the General Manager's discretion, the Chair of the Finance Committee may participate in the appeal.

4. **Consideration of Credits and Refunds**

Customers may submit to the Metropolitan Sewerage District of Buncombe County (MSD) or the entity, which bills the customer for sewer service, a request for refund or credit on the customer's sewer service accounts. MSD may

review the request for refund or credit, and, if necessary, investigate to confirm that the water used was not discharged to the MSD sewer system. However, sewer service credits or refunds issued to customers by the applicable Water Billing Agency for leaks in the lines maintained by the agency or from a faulty meter maintained by the water agency will not be investigated.

In reviewing and evaluating a request for a credit or refund, the MSD may consider all documentation provided by the customer or the Water Billing Agency going back 36 months from the date of the request.

**A. Refunds**

**Water Turned on Temporarily During Construction, Construction Cleanup or Landscaping**

Contractors, Developers, Builders, and Homeowners may receive a refund for sewer charges on metered water, used temporarily for the purpose of construction, construction cleanup or landscaping of a new site or restoration for which a Certificate of Occupancy has not been issued. Contractors, Developers, Builders, and Homeowners will be required to pay the sewer service charges and sewer maintenance charges during this period and should retain copies of the bills. After the construction, construction cleanup or landscaping has been completed and prior to the issuance of a Certificate of Occupancy, the water bill account must be closed and the water to the site shut off by the applicable Water Billing Agency. Once the Certificate of Occupancy for that site has been issued, a request for refund substantiated by copies of the paid bills may be submitted to the MSD for approval. Upon satisfactory receipt and review of a request for refund, MSD will refund the amount paid or direct the appropriate billing agency to do so.

**B. Credits**

**Filling Swimming Pools**

The applicable Water Billing Agency or the MSD may allow credit for sewer service charges on water used for filling up a swimming pool. This credit will be based on the following criteria:

1. Credit may be extended for one filling of a swimming pool per calendar year.
  - i. Full credit may be given for pools that have meters properly installed, maintained and approved by the MSD or applicable Water Billing Agency.
  - ii. Pools that do not have meters may be given 75% of the credit as calculated to be Above Normal Usage. *(Above Normal Usage is determined by subtracting the high water consumption from the billing period when the pool was filled, from an established average based on previous billing periods. Established Average for existing residences will be determined by averaging 3-4 months of normal usage. Established Average for new residences will be six (6) CCF.)*
2. Pool Drainage must not be released to the MSD sewer lines. The customer, at the request of the MSD or the applicable Water Billing Agency, may be required to demonstrate that the pool water does (did) not drain to the sewer lines.
3. Pools with maintenance problems will be considered on a case-by-case basis.

**C. Establishing New Landscaping**

The applicable Water Billing Agency or the MSD may allow credit for sewer service charges on water used for establishing new landscaping (lawns, trees, flower gardens) based on the following criteria:

1. Credit may be extended to the customer's account one time every (3) three years.
  - i. Full credit will be given for irrigation lines that have meters properly installed, maintained and approved by the MSD or applicable Water Billing Agency.
  - ii. Customers who do not have meters may be given 75% of the credit as calculated to be Above Normal Usage. *(Above Normal Usage is determined by subtracting the high water consumption, from the billing period when the irrigation water was used, from an established average based on previous billing periods. Established Average for existing residences will be determined by averaging 3-4 months of normal usage. Established Average for new residences will be six (6) CCF.)*

2. The customer, at the request of the MSD or the applicable Water Billing Agency, may be required to demonstrate that the irrigation water does (did) not drain to the sewer lines.

**D. Continued Irrigation After Certificate of Occupancy**

Customers who foresee a lot of lawn watering, etc. may purchase a second water meter from their water agency ("irrigation meter") to record amounts of water used for irrigation purposes. The water department does not charge sewer fees for these irrigation meters. The cost of installing a second water meter can range from \$250.00 to \$1,500.00 and is subject to change.

**E. Maintenance Problems**

The applicable Water Billing Agency or the MSD may allow credit for sewer service charges on water usage resulting from leaks.

**1. Leak(s) Discharging to the MSD Sewer Lines**

A customer may request a credit on the sewer charges due to leaks that discharge to the MSD sewer lines. Such leaks may be from toilets, faucets, etc. MSD or the appropriate billing authority may grant a credit in response to such a request based on the following criteria:

- i. Credit may be extended to the customer's account only once in a calendar year.
- ii. The customer must provide, to the MSD or the applicable Water Billing Agency, a bill for repairing the leak(s). This must be accompanied with a statement confirming that a leak (or multiple leaks) had been repaired and a description designating where the leak(s) occurred.
- iii. The customer may receive for credit 75% of the water usage determined to be Above Normal Usage. *(Above Normal Usage is determined by subtracting the high water consumption, from the billing period(s) when the leak(s) occurred, from an established average based on previous billing periods. The established average for existing residences will be determined by averaging 3-4 months of normal usage. The established average for new residences will be six (5) CCF.)*

**2. Leak(s) Not Discharging to the MSD Sewer Lines**

A customer may request credit for sewer charges due to leaks that do not discharge to the MSD sewer lines. This credit may be based on the following criteria:

- i. Credit may be extended to the customer's account only for a one-time event per calendar year basis.
- ii. The customer must provide, to the MSD or the applicable Water Billing Agency, a bill for repairing the leak(s). This must be accompanied with a statement confirming that a leak (or multiple leaks) had been repaired and a description(s) that the leak(s) occurred in a location where water would not be discharged into the sewer line.
- iii. The customer may receive credit only for the amount of water calculated to be Above Normal Usage. *(Above Normal Usage is determined by subtracting the high water consumption, from the billing period(s) when the leak(s) occurred, from an established average based on previous billing periods. The established average for existing residences will be determined by averaging 3-4 months of normal usage. The established average for new residences will be six (5) CCF.)*

**3. Leak(s) in Lines and Meters Maintained By Applicable Water Billing Agency**

- i. If the applicable Water Billing Agency determines that a customer was unfairly billed for excessive water usage due to a leak in the service line or meter, the customer may automatically receive credit on sewer service charges based on the equivalent consumption adjustment recommended by the applicable Water Billing Agency.
- ii. Credit for leaks occurring in the service lines maintained by the applicable Water Billing Agency will not be subject to the one-time event per calendar year basis.

- iii. If a meter, maintained by the applicable Water Billing Agency is determined to have become faulty, credit on sewer service charges may be based on the equivalent consumption adjustment recommended by the applicable Water Billing Agency.

**F. Commercial and Industrial Customers Submitting Private Meter Readings for Credit**

Commercial and Industrial Customers may install an additional water meter(s) to measure water usage not discharged to the sewer system. MSD or applicable Water Billing Agency may issue credit based on the following criteria:

1. The meter(s) and proposed location(s) for the installation of the credit meter(s) shall be approved by the Metropolitan Sewerage District. It must be in a position where it will only measure the amount of water not having access to the sewer system. The meter must be a non re-settable totalizer. In other words, the number indicator will continuously advance forward and will not have the capability of resetting the numbers back to zero.
2. The customer will submit to the MSD a beginning meter reading when the meter is installed or an ending reading when replaced along with the date that the meter was installed or replaced.
3. The customer must submit a monthly meter reading to be received no later than by the 10<sup>th</sup> of each month. If the monthly meter reading is not submitted by the 10<sup>th</sup>, no credit may be given for that month.
4. The customer will be required to purchase and maintain their private water meters in proper working order at their own expense.
5. The customer shall keep a log of their monthly readings. Should there be any question(s) regarding the reliability of the meter, the log will help to resolve or confirm the concern(s).
6. If MSD has not received any credit meter readings for five months, a letter will be sent to the user. If a credit meter reading is not submitted within the next billing period, the sewer billing for this account will be turned back over to the applicable Water Billing Agency, where no credits will be given.

**5. Newly Discovered Sewer Customers**

Where it is discovered that Customers have been receiving sewer service for which they have not been billed, the customer will be added to the respective member agencies' billing system immediately, or to MSD's, if applicable. The Customer will be billed for sewer service for the previous 36 months (based on the Customer's water consumption for the period) or for the period the Customer has been receiving sewer service if the period is less than 36 months. If actual water consumption cannot be determined for the period in question, staff will estimate consumption, in its discretion.

**Resolution of unbilled balances**

In an effort to expedite resolution & reduce administrative burden, the following credits may be allowed for Customers willing to immediately resolve charges for sewer provided but not billed. The District may apply the following credits to the customer's unbilled balance. If the newly discovered customer has been connected to the system less than 36 months, the credits outlined below will be prorated based on length of service.

1. All meter maintenance fees will be waived for period in question.
2. One-time credit adjustment according to meter size:

5/8" Meter	\$360
3/4" Meter	\$540
1" Meter	\$900
1 1/2" Meter	\$2,160
2" Meter	\$3,600
3" Meter	\$9,000
3. Credit equal to first year's treatment cost for immediate payment.
4. Upon calculation of the credits, the customer must enter into a written payment agreement with the District.



The Credits set forth above are only for unbilled balances and are not transferable to any other amounts owed to the District.

Remaining unbilled balances will be subject to the collection practices outlined in section **B.3.(c)**.

**6. Meter Maintenance**

Meter calibration/maintenance may be required to be performed on effluent and private meters as follows:

- i. Effluent Meters used for billing must be calibrated annually and a certification of this calibration must be submitted to MSD within 30 days of receipt.
- ii. Private Meters used with a diameter below 2 inches must be calibrated or replaced every ten (10) years and a certification of this calibration must be submitted to MSD within 30 days of receipt.
- iii. Private Meters with a diameter 2 inches or greater must be calibrated or replaced annually and a certification of this calibration must be submitted to MSD within 30 days of receipt.

**Appendix I – Application for Service**

**Property and Applicant Information:**

- (1) Full name, mailing address, home phone and business phone numbers of responsible party receiving service, (if married, provide name of spouse).

Name: \_\_\_\_\_

If business, Name of Contact: \_\_\_\_\_

If married, Name of Spouse: \_\_\_\_\_

Billing Address: \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone: \_\_\_\_\_ Business Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

- (2) Street Address of Property Receiving Service:

Street: \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

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**Customer Billing Information:**

**PLEASE NOTE:**

- A. Sewer charges are the legal responsibility of the above party.
- B. In addition to legal action against the responsible party, failure to pay such charges when due may result in disconnection of sewer services.
- C. Based on the information provided to our office, your security deposit will be \$\_\_\_\_\_. Payment of this amount will be required upon your submission of this application.
- D. Original bills for sewer service will be mailed to the responsible party, at the address specified on this form. MSD will provide a duplicate copy of the bills to one other party (such as a tenant or accountant) if so requested below.

If you would like a duplicate copy of bills sent to another party, please check here  and fill out the following information:

Name of Party to Receive Duplicate Copies of Bills: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Relationship to Customer (check one): Managing Agent  Accountant  Tenant  Other (please explain): \_\_\_\_\_

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**Customer's Approval:**

The undersigned certifies that the above billing contact information is correct and that he/she has read and understands Paragraphs A, B, C, D under the section captioned "Customer Billing Information".

(3) Applicant's EIN or SSN: \_\_\_\_\_ Email: \_\_\_\_\_

(4) Print Name: \_\_\_\_\_

(5) Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Appendix 2 - Customer Social Security Number Collection Form**

**CUSTOMER SOCIAL SECURITY NUMBER COLLECTION FORM**  
**This form is not a Public Record and may NOT be disclosed except**  
**as permitted by G.S. 132-1.10(b).**

**Purpose of form:** The Metropolitan Sewerage District ("District" or "MSD") is required to collect payment for all sewer services provided to customers. Your social security number will be used to facilitate collection of your sewer bill or any other sewer-related charges if you do not pay the bill voluntarily when due. Using your social security number will allow the District to claim payment of unpaid sewer charges from any North Carolina state income tax refund that otherwise might be owed to you. Your social security number also could be used in other collection efforts such as from a commercial collection agency or to disclose your payment history to a national credit bureau.

You are not required under the Identity Theft Act of 2005 to disclose your social security number to receive sewer services; however, the District is permitted to require reasonable assurance of payment for services prior to establishing a new account or reinstating a delinquent account. If you do not disclose your social security number, you may be required to pay increased deposit amounts to obtain sewer service.

**Statement of Privacy:** Your social security number will be maintained in a secure manner and will not be divulged for any purpose other than stated above, or as allowed under the Identity Theft Act of 2005 in G.S. 132-1.10(b). These exceptions include release to another governmental entity or its agents, employees, or contractors if disclosure is necessary for the receiving entity to perform its duties and responsibilities and disclosure to other parties if the social security number is redacted (meaning that the number is truncated or otherwise not displayed in excess of the last four digits).

Under penalty of perjury, I affirm that the number shown on this form is my correct Social Security Number.

Customer Name: \_\_\_\_\_

Address for sewer service: \_\_\_\_\_  
Street City Zip

Billing address if different: \_\_\_\_\_  
Street City Zip

Social Security Number: \_\_\_\_\_

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date



**Appendix 4 - Debt Set Off Notification Letter**

Today's Date

Mr./Ms. \_\_\_\_\_  
Street Address  
Town, NC Zip

**RE:** Notice of Debt Owed to the Metropolitan Sewerage District of Buncombe County  
Intention to setoff debt  
Mr./Ms. \_\_\_\_\_ Social Security Number: \_\_\_\_\_

Dear Mr./Ms. \_\_\_\_\_:

Our records indicate that you owe the following past due amount to the local agency above:

<i>Explanation of Debt</i>	<i>Bill Date</i>	<i>Date Past Due</i>	<i>Past Due Amount</i>
Sewer Service	MM-DD-YYYY	MM-DD-YYYY	\$XX.XX
Interest (XX mos)	MM-DD-YYYY	MM-DD-YYYY	X.XX
Total Debt			\$XX.XX

As authorized by North Carolina General Statutes, Chapter 105A-2 (6), The Setoff Debt Collection Act (the "Act"), the Metropolitan Sewerage District of Buncombe County (District) intends to submit the above debt to the North Carolina Department of Revenue for collection by applying the debt against any income tax refund in excess of \$50 that you may be entitled to receive.

Additionally, you are further advised that in accordance with the Act, a local collection assistance fee of \$15 will be added to the obligation or account described above if it is submitted for set off.

You have the right to contest this action by filing a written request for a hearing with the District. Your request must be filed no later than 30 days from the postmarked date of this letter. Your request for hearing may be filed within the specified time by delivering it to the local regional agency office or by delivering it for mailing with postage prepaid and properly addressed to the local agency at the following address.

Metropolitan Sewerage District of Buncombe County  
2028 Riverside Drive  
Asheville, NC 28804

Failure to request a hearing within the 30 days time limit will result in the setoff of the above debt, and the addition of the applicable local collection assistance fee.

Sincerely,

Name  
Director of Finance

**Appendix 5 – Debtor Notice of Hearing**

Today's Date

Mr./Ms. \_\_\_\_\_  
Street Address  
Town, NC Zip

**RE:** Notice of hearing for debt owed to the Metropolitan Sewerage District of Buncombe County  
Intention to setoff debt  
Mr./Ms. \_\_\_\_\_  
Social Security Number: \_\_\_\_\_

Dear Mr./Ms. \_\_\_\_\_

Pursuant to your request, dated \_\_\_\_\_, and as provided by North Carolina General Statutes, Chapter 105A-2(6), The Setoff Debt Collection Act, a hearing will be held \_\_\_\_\_ (time and date) at \_\_\_\_\_ (location of hearing) to give you the opportunity to be heard on the above matter. The matter will be heard before \_\_\_\_\_ (name and position of hearing official of the local agency governing body). If you have any questions please contact \_\_\_\_\_ (local debt setoff contact person) at \_\_\_\_\_ (phone number).

After the hearing, the local agency will mail to your last known address, a written decision as to whether the debt is owed and the amount.

Sincerely,

Name  
Director of Finance

**Appendix 6 – Post Hearing Notification Letter**

Today's Date

Mr./Ms. \_\_\_\_\_  
Street Address  
Town, NC Zip

**RE:** Notice of hearing decision for debt owed to the Metropolitan Sewerage District of Buncombe County  
Intention to setoff debt  
Mr./Ms. \_\_\_\_\_  
Social Security Number: \_\_\_\_\_

Dear Mr./Ms. \_\_\_\_\_

Pursuant to your request, dated \_\_\_\_\_, and as provided by North Carolina General Statutes, Chapter 105A-2 (6), The Setoff Debt Collection Act, a hearing was held \_\_\_\_\_ (Date of hearing) to consider your challenge to the Metropolitan Sewerage District of Buncombe County's intention to submit the above debt to the North Carolina Department of Revenue for collection by applying the debt against any income tax refund you may be entitled to receive.

**(Choose the appropriate paragraph)**

[This is to inform you that the decision of the (hearing officer)(Board) is that the debt is owed in the amount of \$ \_\_\_\_\_. If you disagree with this decision of the \_\_\_\_\_ (Hearing Officer) (Governing Body), you may file a petition for a contested case under Article 3 of Chapter 150B of the North Carolina General Statutes, The Administrative Procedures Act. This petition must be filed with the Office of Administrative Hearings within 30 days after you receive this letter.]

(Or)

[This is to inform you that the decision of the \_\_\_\_\_ (Hearing officer) (Governing Body) is that the debt is not owed. The District will not submit the debt to the North Carolina Department of Revenue for collection through the Setoff Debt Collection Act.]

Sincerely,

Name  
Director of Finance

**Appendix 7—Debtor Information Tracking Sheet**

**1. Debtor Information:**

<b>Name:</b>	
<b>Address:</b>	
<b>City/Zip</b>	
<b>SSN:</b>	

**2. Debt Information:**

Explanation of Debt	Bill Date	Amount

**3. Appeal Hearing Information:**

**a. Notification**

Notification Procedure	Date
Date Letter Mailed to Debtor	
Deadline Date for Debtor Appeal Notice ( <i>30 days from above date</i> )	
Postmark Date of Debtor Appeal Letter	
Date of Actual Receipt of Debtor Appeal Letter	

**b. Administrative Review**

Review Procedure	Complete ↓
Date/Time of Hearing	
Date Notice of Hearing Mailed to Debtor	
Decision of Hearing (circle debt confirmation decision)	Owed Not Owed
Date Decision Mailed to Debtor	
Final Date for Petition to Contest Decision (30 days from date debtor receives above notice of decision)	

**4. Clearinghouse Information**

Submittal Information	Date
Date debt information sent to Clearinghouse	
<i>Comments Below</i>	



Appendix 8—Application for Transfer or Termination of Service

Application for Transfer or Termination of Sewer Service

Customer Name: \_\_\_\_\_

Service Address: \_\_\_\_\_

\_\_\_\_\_

<b>Office Use</b>
Deposit Refund Amt: _____
Refund Check #: _____
Date Mailed: _____

I hereby wish to:

**Terminate Service**

Date Sewer Service to be discontinued: \_\_\_\_\_

Address to mail final bill and/or deposit refund as applicable:

Street: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

**Note:** Your sewer charges deposit will be applied against your final bill and you will receive a refund or bill for the difference.

**Transfer Service to another location:**

Date OLD sewer service to be discontinued: \_\_\_\_\_

NEW sewer service location: \_\_\_\_\_

\_\_\_\_\_

Date NEW sewer service effective: \_\_\_\_\_

Billing address, if different: \_\_\_\_\_

\_\_\_\_\_

I hereby certify that the above information is true and accurate.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

**Appendix 9 - Doorhanger Notice of Disconnection**

**Notice of Disconnection**

This is to notify you that due to nonpayment of your sewer bill, your sewer service will be disconnected on or after \_\_\_\_\_ (time) on \_\_\_\_\_(date). To prevent this action you may make payment in full of \$\_\_\_\_\_ at the offices of the Metropolitan Sewerage District, 2028 Riverside Drive, Asheville, NC 28804 on or before \_\_\_\_\_(time) on \_\_\_\_\_(date).

To reconnect service, you will need to first pay the amount past due at the offices of the District (address above), plus a reconnection fee of \$\_\_\_\_\_ for a total of \$ \_\_\_\_\_. Your reconnection will be scheduled at that time. If you pay by personal check, you will need to wait at least five business days or until payment from your account is assured.

If you believe the amount due is in error or that you are not responsible for this amount, please call 828-254-9646 and ask for the Billing Coordinator or the Director of Finance.