



# City of Goldsboro

## Utility Customer Service Policy and Procedure Manual

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Utility Customer Service Policy & Procedure Manual (FINP-017.0)

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The City of Goldsboro Customer Service Office normal business hours are between the hours of 8:00 A.M. and 5:00 P.M. Monday through Friday located in the Revenue Department at City Hall 200 N. Center Street, Goldsboro, NC 27530. Customer Service representatives can be contacted by calling (919) 580-4340 during regular business hours. After hours service for utility services can be reached by calling the after-hours call center at (919) 734-8674. The Customer Service fax number is (919) 580-4205.

### 1.1 Purpose:

#### A. Intent of Policy.

The intent of this policy is to provide the City of Goldsboro customers and employees a guide to the established policy and procedures for providing utility service. The City of Goldsboro strives to treat its citizens fairly while recognizing that each customer has various needs and requirements. However, this policy is not intended and does not generate in favor of any customer procedural or fundamental rights which do not otherwise exist in law.

#### B. Contracts and Policy Copies.

Service applications, contracts, schedules, rates and copies of service regulations are available at City Hall and will be furnished to the customer on request or on the City's website at <https://www.goldsboronc.gov/finance/water-accounts/>. Customer Service is located at City Hall at 200 N. Center Street. The City's mailing address is P.O. Drawer A, Goldsboro North Carolina 27533 and the main telephone number is (919)580-4340.

#### C. Code of Ordinance.

Website: [https://codelibrary.amlegal.com/codes/goldsboro/latest/goldsboro\\_nc/0-0-0-2046799549](https://codelibrary.amlegal.com/codes/goldsboro/latest/goldsboro_nc/0-0-0-2046799549)

Title V: Public Utilities

[Chapter 50.](#) Solid Waste

[Chapter 51.](#) Sewer Regulations

[Chapter 52.](#) Water Regulations

[Chapter 53.](#) Water and Sewer Systems

[Chapter 54.](#) Stormwater Management Utility

D. Approval.

This policy has been approved by City Council on Resolution 2024-15 on 2/12/2024.

E. Changes.

Rate schedules and the service regulations, are subject to such changes and modifications as may be made and approved by City Council or otherwise imposed by lawful authority. Current rate schedules shall be posted on the City's website in the Manual of Fees and Charges.

2.1 Definitions:

- A. After-hours Charge. An after-hours charge will be levied to customers requesting service connections during non-working hours. Reconnections requested prior to 3:00 pm will require a \$30.00 reconnection fee or the current adopted reconnection fee. All reconnections that are requested after 3:00 pm will require an \$80.00 reconnection fee or the current adopted after-hours reconnection fee. The City will need **1 business day** to establish an account and schedule a connection of services. A new customer who has completed the application during office hours can have services connected after hours on the same day if the after-hours fee is paid. This will need to be scheduled with the Customer Service staff.
- B. Applicant. Any person, group of persons, association, partnership, firm or corporation requesting services from the City such as water, sewage services, solid waste disposal and storm water.
- C. City. The City of Goldsboro, North Carolina.
- D. Customer. Any person, group of persons, association, partnership, firm or corporation provided utilities by the City.
- E. Delivery point. The point where the City's facilities for supplying utilities are connected to the customers facilities for receiving utilities, unless otherwise specified in the agreement with the customer for purchase of utilities.
- F. Lines. The City's conductors (i.e. pipe) for supplying and/or customer's conductors (i.e. pipe) for receiving utilities.
- G. Owner. The person, group of persons, association, partnership, to be served.
- H. Rate and fee schedule. Refers to the Manual of Fees and Charges adopted by Council at least annually that details utility rates and fees imposed by the City.

- I. Security deposit. The advance payment of a sum as determined by Council to secure a connection to municipal utility services. The security deposit is used in the event the customer fails to pay their utility bill. Upon disconnection of service, the deposit is applied against any remaining balance owed by the customer, and any excess is refundable to the customer.
- J. Tenant. The person, group of persons, association, partnership, firm, corporation, or other legal entity lawfully occupying the premises to be served.
- K. Utilities. One or more of the following services: water, sewage services, solid waste disposal, storm water.

3.1 Application for Utilities Services:

- A. Who may apply for service?

Only the owner(s) or tenant(s) can apply for utility service with the City of Goldsboro. The City requires proof the applicant is the owner or the tenant of record. If service has been disconnected for non-payment or meter tampering, the City may require the new applicant to sign an affidavit attesting to the fact that the previous tenant is no longer living at the residence.

- B. The City reserves the right to require an applicant, before utilities are delivered, to execute an application in the form prescribed by the City. The application process can be completed in the Revenue Department in City Hall or by phone, by calling (919) 580-4340. The City, as a part of the application process, may require that the applicant provide photo identification, social security number, or tax identification number, and driver license number (if applicant is an individual). If the person furnishing the information is not the applicant, that person must show satisfactory proof of their authority to act for the applicant. If the applicant is a tenant, they must furnish the name of the owner of the premises to be served, along with a copy of the tenant lease agreement/rent receipt. When an application is made by a non-resident of the City which necessitates extensive travel to provide required information for the application, the city will make reasonable accommodation for the applicant who can provide credit worthiness. In these cases, mailed-in photocopies or facsimiles will be acceptable and required signatures may be postponed, or documents signed the next business day. Other adjustments to procedures may be necessary and will be considered on a case-by-case basis.
- C. The rates, fees, charges and penalties for all utility services as determined by the City Council from time to time shall be binding on and be legal obligations of the applicant/customer.
- D. Rates, fees, charges, and penalties for utility service shall be legal obligations of the owner of the premises served when:

1. When application is made for premises cohabitated by a married couple, the application shall be in the name of both spouses. If the application is signed by only one of the spouses, that spouse must furnish satisfactory proof of the consent of the other spouse.
  2. Applications for services by builders, contractors, and developers with reliable payment histories may be exempt for the formal application procedures for construction requiring temporary service provided the City has on file an agreement signed by the customer indicating his/her acceptance of financial responsibility for charges incurred as a result of such an agreement. These applications will be accepted via telephone, when accompanied by location and other relevant data for service.
- E. Applications for existing services (connects and/or disconnects) will be processed by the end of the next business day, provided all outstanding charges have been paid or satisfactory arrangements made with the Customer Service Supervisor or his/her designee. Applicants who require same day services due to extenuating circumstances will be considered on a case-by-case basis.
- F. In the event of death of a utility customer, the executor or administrator of the estate should contact the City to close the account and disconnect service, or establish account services in another occupant's name. The account may not remain in the name of the deceased customer.

4.1 Previous Accounts Receivable:

- A. The Customer Service Office will examine the City's records to determine if a previous account existed for new applicants. If an account previously existed, and has a balance due to the City, the previous balance must be settled in full prior to establishing a new account, or specific written arrangements made to settle the old account.

REPAYMENT OF PREVIOUS ACCOUNTS RECEIVABLE

If a customer has any utility service connected and is later found to have a prior utility debt owed to the City, the Customer Service Manager or their designee will transfer the prior utility debt to the current account and the customer will be required to make payment on the unpaid balance. Depending on the amount of balance owed, the customer may be allowed to make partial payments until the debt is repaid, provided satisfactory written arrangements are made with the Customer Service Manager. The suggested repayment schedule is 50% of the total amount owed and the remaining balance to be paid as follows:

For amounts of \$100.00 or less:	1 payment
For amounts of \$100.01 to \$200.00:	2 equal payments
For amounts of \$200.01 or more:	4 equal monthly payments

If a member of a household is later found to have a prior utility debt owed to the City, notwithstanding the fact that the prior account may have been established in the name of a member of the household other than the current customer; the current customer must make arrangements to satisfy the outstanding debt. Cases of extreme hardship will be evaluated by the Customer Service Manager their designee, and alternate repayment schedules may be established.

When a customer is moving from one location to another location served by the City, the customer must complete the application process and pay any monies owed to the City prior to transfer of services. Based on the customer payment history, the customer may be required to update, or furnish a security deposit.

#### 5.1 Meter Reading:

- A. It is the City's policy to read every utility meter each month. The reading dates are scheduled to fall within the same weekly period each month. The City will strive to maintain a billing cycle of not less than 25 days nor more than 35 days in the billing period.
- B. The City reserves the right to estimate usage when extenuating circumstances prevail. However, it shall be the policy of the City not to estimate an account for more than two (2) consecutive months, unless unavoidable.
- C. A customer may request a rereading of their meter. If it is determined an error has been made, an appropriate adjustment to the billing will be made. Refer to Adjustments Policy.

#### 6.1 Customer Deposits:

##### A. Deposit Requirement.

The City requires all customers to make an initial deposit, based on the current Manual of Fees and Charges, as a guarantee of payment of utilities used.

##### B. Residential Customer Deposits.

Residential customers, inside-city and outside-city, at the time of application for service, shall pay a deposit as specified in the Manual of Fee and Charges.

##### C. Commercial/ Non-profit/Industrial Customer Deposits.

Commercial and industrial customers will, at the time of application for service, pay a deposit as specified in the Manual of Fees and Charges. The amount is generally calculated at the projected bimonthly utility bill of each metered account, but not less than \$100 nor greater than \$5,000 for each metered account. The amount is subject to change by Council through the Manual of Fees and Charges.

Non-profit organizations are considered as commercial customers and require a deposit for services.

D. Deposits and Service Disconnect.

Any present customer without a deposit on file, or whose deposit is less than the deposit required hereunder, and whose service is involuntarily terminated for either non-payment, returned check, meter tampering or other such reason, will be required to pay a deposit or update an existing deposit as specified above prior to reconnection of service.

7.1 Payment Requirements for Utility Service:

A. Utilities Billing and Delinquency Cut Off.

Utility bills shall be mailed to each customer once a month each month and are due and payable when charges are assessed. Twenty (20) days after the billing date, the bills are considered delinquent and a service fee is assessed. Generally, bills are due on Thursday, and due dates do not fall on weekends or holidays. Unless payment is then made prior to the subsequent months billing due date, the account will be assessed an additional late fee and service fee and will be subject to disconnection. Service will be subject to disconnection ten (10) days after the delinquent date. When the due date falls on a weekend or holiday, the next working date will be considered the due date.

The City shall use the United States Postal Service to distribute utility bills. Any customer who fails to receive a billing is not relieved of payment responsibility and should contact the City to determine the amount of said billing prior to the delinquent date. If payment is received past the close of business on the due date, a penalty will be applied.

Customers who find themselves in danger of disconnection but pay their bill before cutoff are encouraged to contact Customer Service to ensure that the payment was received and the service location has been removed from the cutoff list.

B. Payment Extension Agreement.

An extension will be made on utility payments if a customer has made arrangements with the City and has signed a Payment Extension Agreement approved by the Customer Service Manager.

- All requests must be made by the tenant of record or homeowner.
- No more than three (3) payment extensions will be granted in a twelve (12) month period. These extensions may not be consecutive.
- The City has the right to grant more than three (3) extension requests if it determines it would be in the City's best interest to do so. Each customer's



credit history shall determine the terms of extension which will be granted, based on the customer's previous 12-month credit history.

- In no instance will the extension be for longer than ten (10) calendar days from disconnection date, unless in the City's judgement extenuating circumstances apply.
- If payment is not made as agreed to in the Payment Extension Agreement, service will be disconnected without further notice, and all payments, including any disconnect and reconnect charges, will have to be received before reconnecting service.

#### C. Methods of Payment.

1. In person/drop box at the Revenue Department of the City. Payment shall be made without regard to any alleged counterclaim by the customer.
2. By phone at 1-888-715-5488.
3. By City website or at <https://goldsboro.qpaybill.com/Start.aspx>
4. Direct Draft. The City provides a convenient program to allow a customer's utility bill to be drafted from his/her checking account or credit card account. At the customer's option, the City will draft his/her checking account each month for the amount of their bill. The draft will occur on the due date of the bill. The customer will still receive a copy of his/her bill.
5. By authorizing the draft, a customer does not waive his/her right to contest a bill or to receive a correction for a billing error. The correction will be made in the form of a refund, a credit, or a charge to the account. If the draft is dishonored due to insufficient funds, the same remedies the City has under Section 9 regarding returned checks shall apply.

#### D. Application of Payment.

The City reserves the right to apply any payment or payments made by the customer in whole or in part to any existing or previous account due the City by the customer in connecting the furnishing of utilities.

The City reserves the right to apply payments to services in the priority order it establishes. Generally, payments are applied as follows:

- Penalty
- Other Miscellaneous Charges (example, returned check fee)
- Garbage
- Stormwater
- Sewer
- Water

8.1 Credit History:

- A. The City will maintain a payment record on all customers based on historical payment of utility bills. A customer's payment history shall be classified "good" providing the customer has been assessed no more than two (2) late penalties during the prior twelve (12) months. The customer's payment history shall be classified "not good" if the customer has appeared on the cut-off list, though not necessarily cut off, or has had one check or bank draft not honored by the bank on which it is drawn in a prior twelve (12) month period.
- B. Release of information. The City will furnish information regarding a customer's payment history upon written request of the customer.

9.1 Returned Checks, Drafts and Credit Cards:

- A. When a customer's check is returned by the bank on which it is drawn because the bank will not honor it, for any reason, the customer will be notified by mail that the check was not honored and that service will be terminated on a specified date unless acceptable payment is made.
- B. On the first occasion a check is returned, the customer will be given ten (10) working days after notice is mailed to make the check good or make another acceptable form of payment. After receipt of one or more returned checks within a previous twelve (12) month period, notification will be given that the City will require payment to be made in the form of cash, money order or cashiers check. After twelve (12) months of good payment history, the customer will again be allowed to submit payment with a personal check. If a customer's utility service has been terminated for nonpayment and payment for restoration is made within a check which has been subsequently returned, service will be terminated without notification.
- C. When a customer has a check or bank draft returned, a returned check fee will be applied in addition to any other charges and fees. The City reserves the right to charge a returned check fee and shall be no more than the statutory maximum allowed by North Carolina law (G.S. §25-3-506).
- D. If there is a returned check fee applied and paid by the Customer, but it is determined by the Customer Service Manager to be the City's error, then the returned check fee may be waived.

## 10.1 Discontinuance of Service:

### A. Voluntary Discontinuance of Service.

In order to ensure discontinuation of services at a time requested by the customer, advance notice to the City is required. When a customer desires to discontinue service, notice must be given to the City at least twenty-four (24) hours in advance on a normal business day. The customer will be responsible for all services consumed up until the time the services are disconnected by the City. At no time will a request for service disconnection be taken without a specified date for the services to be disconnected.

### B. Involuntary Discontinuance of Service.

1. The City reserves the right to discontinue furnishing utility services to a customer at any time and without notice, upon the occurrence of any one or more of the following events;
  - a) Whenever the City has reasonable cause to believe the customer is receiving utilities without paying for them, or that the City's meters, have in any manner been tampered with.
  - b) Whenever, in the City's opinion, the condition of the customer's lines, equipment and appliances are unsafe or unsuitable for receiving services, or pose a potential safety and/or health hazard to the City's property, personnel or to the public.
  - c) Whenever payment for utility bills has not been received by the date specified in Section 6.1; or
  - d) When a bankruptcy petition has been filed, bankruptcy laws require the City not alter, refuse or disconnect service based solely on the basis of the bankruptcy proceedings or on the customer's failure to pay for a pre-bankruptcy service, however, the City may terminate a bankrupt debtor's service if it is not provided adequate assurance of payment (a deposit or other security) for future services within twenty (20) days after the date of an Order for such relief. If the debtor gives adequate assurance of future payment for services, the City may not terminate the debtor's service for pre-petition debts.
  - e) Whenever the City Council or its designated official has determined and found a certain premises to be a nuisance pursuant to the General Statutes of North Carolina or has found the premises to be unfit for habitation and ordered repaired, demolished, or boarded pursuant to its Minimum Housing Code or other State Law.

- f) If a customer is receiving service at more than one location, service at any or all locations may be discontinued if bills, for service at any one or more locations are not paid within the time specified in Section 7.1.
- C. The City reserves the right to discontinue the supply of utilities under any of the above conditions irrespective of any claim of a customer pending against the City, or any amounts of money on deposit with the City as required in Section 6.1.
- D. Whenever the supply of utilities is discontinued in accordance herewith, the City shall not be liable for any damages, direct or indirect, that may result from discontinuance.
- E. As a general rule, the City will not disconnect a customer's utility service after 4:00 P.M. Monday – Thursday with no disconnects on Friday.
- F. Account Closure Process.
  1. Once an account is disconnected (voluntary or involuntary) a final reading is taken. The account is closed out in the utility billing system, the security deposit is applied and final billing is generated based on the final reading. Final billing is mailed to the address on record. If there is a balance due, it is due 20 days after the final billing is generated. Accounts with an outstanding balance will be subject to collections and or the NC Debt Set-off Program.
  2. If the final billing shows that the account has a credit balance, a credit balance refund process will generate a check request for the credit balance.
  3. The City reserves the right to not issue refunds for less than \$5, unless the customer requests the refund after the final bill has been rendered. Refund check is mailed to the updated address given at the request of disconnection process.
  4. Refunds that remain uncashed by the account holder or less than \$5 will be escheated to North Carolina as required by law.

#### 11.1 Meter Tampering and Illegal Connections:

Tampering with utility meters is prohibited by N.C. General Statute §14-151.1.

##### §14-151.1(b)

“Any meter or service entrance facility found to have been altered, tampered with, or bypassed in a manner that would cause the 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 is prima facie evidence of intent to violate and of the violation of this section by the person in whose name the meter is

installed or the person or persons so using or receiving the benefits of the unmetered, unregistered, or diverted electricity, gas, or water.”

§14.151.1 (d)

“Criminal violations of this section are punishable as follows:

- (1) A violation of this section is a Class 1 misdemeanor.
- (2) A second or subsequent violation of this section is a Class H felony.
- (3) A violation of this section that results in significant property damage or public endangerment is a Class F felony.
- (4) Unless the conduct is covered under some other provision of law providing greater punishment, a violation that results in the death of another is a Class D felony.”

§14.151.1 (e)

“Whoever is found in a civil action to have violated any provision of this section is liable to the electric, gas, or water supplier in triple the amount of losses and damages sustained or five thousand dollars (\$5,000), whichever is greater.”

§14.151.1 (f)

“Nothing in this section applies to licensed contractors while performing usual and ordinary services in accordance with recognized customs and standards.”

In case of bypassing and tampering, or a meter that has been shut off for non-pay, or any other reason by the City, and is found to have been turned on by someone other than a City authorized employee, the following actions shall be taken:

- A. The water meter shall be shut off and the water meter removed.
- B. Fines and fees for meter tampering, illegal reconnection and equipment damage shall be imposed on the customer’s account at the rates indicated in the Manual of Fees and Charges.
- C. The account will be subject to closure.
- D. A police report shall be filed by the Customer Service Supervisor, Customer Service Manager or their authorized agent against the party responsible.
  1. If the officer determines that the City’s claim is valid, then the Customer Service Supervisor, Customer Service Manager or their authorized agent shall secure a criminal summons for the first offense (misdemeanor). The Customer Service Supervisor, Customer Service Manager or their authorized agent will be tasked with gathering evidence and appearing in court to process the case in the court system.
  2. If subsequent claims against the same party are determined valid by the investigating officers, the City will pursue prosecution. Since subsequent violations of statute are considered felonies, the investigating officer will follow

procedures for securing an indictment. The Customer Service Supervisor, Customer Service Manager or their authorized agent will cooperate with the Police department by providing evidence, appearing in court, and other tasks required to process the case in the court system.

12.1 Appeals Process:

Any customer who believes an error has been made in an account balance or the amount of a bill shall have the right to appeal a decision regarding such matter as follows:

First Appeal	To the Customer Service Representative
Second Appeal	A scheduled appointment with the Customer Service Supervisor
Third Appeal	A scheduled appointment with the Customer Service Manager
Fourth Appeal	A written request from the Customer to the City Manager or their designee

13.1 Requests for Meter Tests:

The City strives to ensure that every water service meter, whether new or repaired, shall be in good order. However, a customer may request a bench test for the water meter serving their property. This request should be made through Customer Service. Requests will be reviewed, approved and conducted by the Public Works staff.

14.1 Customer's Rights Prior to Discontinuation of Service:

- A. It is the policy of the City to discontinue utility service to customers by reason of non-payment of bill without notice.
- B. If any customer disputes the accuracy of his/her bill, he/she has a right to a hearing at which he/she may be present in person or represented by any other person of their choosing and may present, orally or in writing, his/her complaint and contentions.
- C. Any customer desiring a hearing shall contact the Customer Service Manager at City Hall 200 N. Center Street Goldsboro North Carolina to schedule. Hearings are held between the hours of 8:15 and 4:30 P.M. Monday through Friday. The Customer Service Manager or their designee is authorized to make a final determination of the complaint and is to order whether or not the service is to be continued.

15.1 Reconnection of Service:

- A. If utility service has been discontinued for any reasons covered by Section 10.1, "Discontinuance of Service," the City shall have five (5) working days in which to reconnect the customer's service after the conditions causing the discontinuance have been corrected.

- B. If utilities have been discontinued because of improper use, or if in the City’s opinion, its meters, lines or other apparatus have been tampered with, the City may refuse to reconnect the customer’s service until the customer has complied with the following;
  - 1. paid all outstanding utility charges to date;
  - 2. paid to the City an amount estimated by the City to be sufficient to cover the utilities used but not recorded by the meter and not previously paid for, plus any reconnection and/or meter tampering fees, plus any actual cost of damages to City apparatus and/or;
- C. If utility service has been disconnected by the City at the request of any public authority having jurisdiction, the customer’s service will not be reconnected until authorization to do so has been obtained from public authority.
- D. In case of discontinuance of service for any reason except for repairs or other necessary work by the City, the customer shall pay the City reconnection fee before service will be restored.
- E. In the event the customer’s premises are destroyed by fire or other casualty, or the operation of its facility is shut down because of strike, fire or other causes beyond the customer’s control, resulting in a complete cessation of the use of service, upon written notice by the customer to the City within five (5) days thereafter, advising that the customer intends to resume service as soon as possible, any minimum charge or guarantee for which the customer may be liable will be waived during the period of such cessation, and the term of the contract shall be extended for a corresponding period. In all other instances, the agreement for service shall terminate.
- F. When it becomes necessary for the City to discontinue utility service for any reason, service will be reinstated only after payment of all previous unpaid utility bills and any deposit required by Section 6.1. Applicable penalties and any reconnection fee in effect at the time of discontinuance of service must also be paid before service will be restored.

16.1 Adjustments to Prior Billings:

A. Method of Adjustment.

Whenever it is found that the water metering apparatus has not registered the true amount of utilities which have been used by the customer, billing adjustments will be made as follows:

- 1. **Overcharge.** Amount of overcharge for utility services will be refunded to the customer for a period, not to exceed twenty four (24) months (N.C. G.S. §1-53(1)). Usage and demand (when applicable) will be estimated if exact usage cannot be determined.

2. **Undercharge.** The City can collect any deficient amount for a period of up to thirty six (36) months for wastewater, solid waste, stormwater and other utility charges and forty eight (48) months for water charges preceding the billing date when the error was discovered (N.C. G.S. §25-2-725(1) water; N.C. G.S. §1-52(1) other utility charges). If exact usage cannot be determined, usage and demand (when applicable) will be estimated.

B. Situations Outside of Customer's Control.

If, during the term of an agreement for furnishing utilities to a customer, the customer is unable to operate their facilities, in whole or part, because of accident, act of God, fire, or another casualty occurring at the location where utilities are supplied, the charge for units during the period reasonably necessary to correct any such conditions may, in the City's discretion, be reasonably adjusted in accordance with all the pertinent facts and condition.

C. Leak Adjustments for water and sewer.

Refer to Adjustment Policy.

17.1 Customer Accountability:

- A. The customer shall be responsible at all times for the safekeeping of all City property installed on the customer's premises, and to that end, shall give no one, except authorized City employees, access to such property.
- B. The customer shall be liable for the cost of repairs or damage to the City's property on the customer's premises resulting from negligence or misuse by other than City employees.
- C. Utilities are supplied by the City and purchased by the customer upon the express condition that once utilities pass the delivery point they become the property of the customer to be used only as herein provided. The City shall not be liable for loss or damage resulting from the presence, character or condition of the lines or equipment of the customer, or for the inspection or repair thereof.
- D. The customer shall be responsible for the maintenance and repair of the customer's lines and equipment. Should the customer report trouble with the supply of utilities, the City will respond to such call with the purpose only of correcting such trouble as may be in the City's equipment supplying the customer. The City assumes responsibility only for the action of its employees in connection with property owned by the City. The customer will be liable for the cost of repairs or damage to the City's property on the customer's premises resulting from negligence or misuse by other than City employees.



## 18.1 Utility Staff Accountability:

- A. The City is committed to treating all customers fairly, with respect and in accordance with established law, ordinance, policy and procedure.
1. Customer Service Representatives (CSR) handle all aspects of establishing and maintaining customer utility accounts in the City's billing system, as well as accepting payments against those accounts. According to the Finance Code of Conduct, the CSR may not provide a service for a customer that would be a conflict of interest such as a family member or a business partner.
  2. Customer Service Supervisor oversees the CSR staff, provides additional customer service as needed for customers, approves adjustments and credits, reviews accounts, serves in the appeal process, directs work according to policy and procedure, and reviews daily work.
  3. Meter staff process work orders for new services and cutoffs, as well as troubleshooting for the Sensus AMR system.
  4. Billing staff review and process readings from the Sensus system, and further processing of the utility billing in the QS1 system.
  5. Customer Service Manager provides general oversight for the Customer Service Supervisor and CSR staff, provides guidance for staff in more unique situations, serves in the appeal process, and ensures operations of meter staff, customer service and billing are running according to ordinance, law, policy and procedure.
- B. Complaints. Customers may report a complaint if they feel they have been treated unfairly, not treated in accordance with the Customer Service Policy, or have witnessed improper actions.
1. For CSR, meter staff or billing staff, contact the Customer Service Manager at (919)580-4384 or [lpeter@goldsboronc.gov](mailto:lpeter@goldsboronc.gov) and provide the name of the employee, date of incident, services location, details of the incident, relief sought, and your name with a good contact phone number.
  2. For Customer Service Manager complaints, contact the Finance Director at (919)580-4356 or [cgwynn@goldsboronc.gov](mailto:cgwynn@goldsboronc.gov), and provide date of incident, services location, details of the incident, relief sought and your name with a good contact phone number.

19.1 Round-Up Program:

City Council through the Customer Service Policy support a Round-Up program to help customers in financial crisis or those who are at risk of not being able to pay their utility bills.

The City's Round-Up Program is funded by donations from Goldsboro utility customers and other individuals or organizations that wish to help their neighbors. The City shall select a non-profit partner to provide assistance to customers in crisis to administer the program. Only residential City of Goldsboro customers who meet program requirements will receive assistance with their utility bills.

Customers will be able to voluntarily sign up to have their utility bills "rounded up" to the next dollar with the remaining funds going to the Round-Up program. Customers wishing to sign up should call Customer Service.

If an individual or entity that is not a City of Goldsboro utility customer wishes to contribute to the Round-Up program, they may do so by contacting Customer Service. One-time donations are also welcome.

20.1 Garbage Service:

Residential solid waste and recycling services will be offered for serviceable areas, and are billed monthly on the utility billing statement unless otherwise noted.

Any additional refuse service must be requested through the Solid Waste division of Public Works at (919)734-8674.

Solid waste fees are adopted by City Council and located in the Manual of Fees and Charges.

21.1 Utility Assistance Programs:

- A. North Carolina law forbids utilities from providing free service through the Utility Fund.
- B. Customer service staff can provide the names of utility assistance programs in the area.
- C. Community Relations and Development staff can also provide contact information. They can be reached at (919) 580-4360.
- D. Information can be obtained from the City's website at: [www.goldsboronc.gov](http://www.goldsboronc.gov)

22.1 Water taps, construction taps, fire protection water taps:

New and replacement taps may be requested and applied for in the Engineering department which may be contacted Monday through Friday 8 a.m. to 5 p.m at (919)580-4367. Charges for taps can be located in the Manual of Fees and Charges.

23.1 Bulk water sales:

Bulk water sales rates are available for customers using twelve million five hundred thousand gallons (12,500,000) per month. Rates are available for inside the city and outside the city, and current rates can be located in the Manual of Fees and Charges. Contact Robert Sherman, Public Utilities Director, 919-735-3329.

24.1 Sewer tap guidelines:

New and replacement taps may be requested and applied for in the Engineering department which may be contacted Monday through Friday 8 a.m. to 5 p.m at (919)580-4367. Charges for taps can be located in the Manual of Fees and Charges.

25.1 Identity Theft Prevention Program (Red Flag Rules):

See Policy on Identity Theft Prevention Program (Red Flags) Policy for Utility Billing and Revenue Collection.

26.1 Customer Privacy:

The City of Goldsboro understands that it requests and retains sensitive personally identifiable information from its utility customers. In order to protect each customer's information, the City reserves the right to request the customer's written permission in order to discuss any aspect of the customer's account. Generally, public enterprise billing information is not a public record in accordance with N.C. G.S. 132-1.1(c).

END OF UTILITY CUSTOMER SERVICE POLICY AND PROCEDURE MANUAL