

## Cutoff Day Q & A

Listed below are answers to some of the most common questions about the process of disconnection for non-payment and the reconnection process:

Q1 – What is the last day to pay to avoid disconnection?

A - All accounts not paid by 5:00 p.m. on the 20th of each month will incur a late fee of \$7.50. All accounts not paid by 5:00 p.m. on the 5th of the month will be considered delinquent.

Q2 – What happens when my account becomes delinquent?

A - The disconnection process will begin on the 5th day of the month for delinquent accounts. Once your account becomes delinquent, the customer is obligated to pay present month's billing, previous month's billing, all late fees, and a delinquent fee.

Q3 – If I do not have the money to pay my bill, can I get an extension or a payment arrangement?

A – Yes, we allow one payment arrangement or extension on the account once a year. Once you have had an arrangement you are not eligible for another until that date of the following year: For example: If you have an arrangement on 1/1/2018 you cannot have another until 1/1/2019. If you have an approved arrangement there is a \$5.00 arrangement fee that also has to be paid. If a customer has an approved arrangement and fails to meet the terms of the arrangement it will void them from any future arrangements.

Q4 – Why was my service disconnected?

A – Your service was disconnected due to non-payment of all or part of a previous bill that was late. You normally receive a subsequent bill showing the past due balance and cutoff date.

Q5 – I mailed my payment before the deadline, but you did not receive the payment in time. Why do I have to pay the fee since it was not my fault?

A – You are responsible for getting the payment to our office in a timely manner. We cannot control or anticipate mailing delays. There are a few payment options that we have available to ensure payment is on time. A few of these are: Automatic bank draft, which is drafted from your checking account on the 10th of each month. Online bill pay through our website using a Visa, Master Card, or Discover. There is a \$2.50 convenience fee for all online transactions. The drop box is also available and is checked at 8:00 am each morning. Make sure your payment is put in the drop box in a timely fashion to avoid fees. You can also always come to the office during normal business hours to make a payment in person.

Q6 – My Service was disconnected but I never received a bill in the mail. How is this fair?

A – Not receiving a bill is not justification for non-payment. When you established service with FCPU, you were given a copy of the policy and procedures. This outlined the billing process, and how fees are assessed. If you did not receive a bill in the mail, it is your responsibility to call and let us know. We can verify the mailing address on file, and let you know if your bill was returned to our office. If not, you should check with your local post office to check the address they have on file for you. When you contact us, we can provide the balance that is due and the due date of that billing.

Q7 – When is the fee assessed and how much is the fee?

A – The late fee is \$7.50 and is assessed at 5:00 pm on the 20th of each month. The delinquent fee is \$35.00 and is assessed at 5:00pm on the 5th of each following month. Payments received after 5:00 pm on the 5th is considered delinquent, and the entire balance is due.

Q8 – I paid overnight before my services was turned off. Why do I still have to pay the fee?

A – Even if your water service has not or will not be physically turned off, the entire balance (Past due, late fee, current, and delinquent fee) has to be paid. After 5:00 pm the fee becomes part of the payment required to be paid.

Q9 – I paid the required balance, when will my water be turned back on?

A – Unfortunately there is no way we can provide a specific time that services will be restored. Although we make every attempt to get your service turned back on, we cannot give a time. If your payment is made by 5:00 pm on cut off day, the services will be turned back on that same day. Please note that this could mean late afternoon or even late evening.

Q10 – I paid after 5:00 pm, can my services be restored overnight?

A – No, your service will be restored the following day. Please do not contact our emergency number, because they cannot reconnect your services.

Q11 – Can you reconnect me sooner or move me “up in the list”?

A – No, this would be unfair to other customers awaiting reconnection and disrupts procedures.

Q12 – My services was turned off, can you send a staff member out to turn on my services and I will give them the money?

A – No, our field staff is not allowed to accept payments in the field, nor are they allowed to wait for you to make the payment. Our staff is instructed to turn off until they receive confirmation from the office that there is a reconnect established.

Q13 – I paid before 5:00 pm but my services were not restored. Who should I call?

A – After hours, you can call the non-emergency number for Franklin County 911, who will pass along your message to our on-call staff. The on-call staff will have a control list of customers who paid and were approved for reconnection and should return your call soon.

The after-hours number is (919) 496-6565.

Q14 – Where is your office located?

A – Our office is located at:

Franklin County Public Utilities

1630 US HWY 1

Youngsville, NC 27596

Phone: (919) 556-6177

Fax: (919) 556-6709

Hours: (M-F) 8:00 AM – 5:00 PM

Q15 – Does Franklin County Public Utilities have a website where I can learn more about the policy and fees?

A – Yes, and customers are encouraged to visit our website at:

<http://www.franklincountync.us/services/public-utilities>