

INFORMATION FOR MEMBERS OF ENERGY UNITED WATER CORP.

Water bills are due on or before the 15th of each month. After the 15th there is a penalty of 10% applied to the bill. Anytime your account falls two months past due you are subject to disconnection. Once a service technician is dispatched to disconnect your service, the total bill must be paid along with the disconnection service fee. The disconnection service fee is \$50.00. The reconnection fee after 3:00pm is an additional \$50.00 for a total of \$100.00 plus your total bill amount due. All fees are subject to change.

The bills are mailed before the last day of each month. If you do not receive your bill in the mail, you should call or come to the office before the 15th to pay your bill. (Anytime you have a change of address or telephone number, please notify us of the change.)

MAKING PAYMENTS:

1. In office
2. By mail
3. Night deposit (Located next to Drive-Thru window)
4. Bank Draft (A form must be signed at the office)
5. By phone: 1-844-240-5283
6. On-Line at www.energyunitedwater.com

Water rates:

\$17.00 minimum bill (3/4" meter)

0-5000 Gallons \$4.50 per 1000 Gallons

5000-10,000 Gallons \$4.75 per 1000 Gallons

10,000 Gallons and up \$5.00 per 1000 Gallons

Same Day Service fee is \$50.00 if paid before 3:00pm. (Emergencies will warrant the same day service fee and is at the discretion of Energy United Water Corp.)

If your service is active for less than three months and you request it to be disconnected, you will be charged a service fee of \$50.00.

NSF Check fee is \$30.00. (Two returned check maximum, then your account will be cash only.)

** We recommend that you install a pressure regulator on your water line for your protection from high pressure and pressure surges.

We are not responsible for sowing grass on your property after a new meter is set.

Our telephone number is (704)-585-6518. We are open Mon.- Fri. 8:00am-4:30pm

Should you need to contact our office due to an emergency, call (704)-585-6518 and leave a message with your name, telephone number, and address. Our On-call Service Technician will contact you at his earliest opportunity.

Our Mailing address is 250 McClain Road, Hiddenite NC 28636

Our website is: www.energyunitedwater.com*Please note that all fees, charges, rates, rules regulations, and policies are subject to changes at any time upon the discretion of Management.