



Effective July 1, 2024

Replaces schedule effective April 15, 2024

CUSTOMER SERVICE FEES

SERVICE	8:00 AM TO 5:00 PM	WEEKEND, HOLIDAY & AFTER 5:00 PM
Application fee*	\$10.00	N/A
Service Call**	N/C	\$60.00
New Customer Service **	N/C	\$60.00
Returned Check	\$25.00	N/A
Non-Pay Collection Charge***	\$50.00	N/A
Non-Pay Reconnect **	N/C	\$60.00
Late Payment Fee	\$10.00	N/A
Remove or Lock Meter	\$40.00	N/A
Meter Interference (Per GS § 14-151)	Criminal or Civil Action, including felony or the greater of triple losses or \$5,000.00	
Damage to City-issued utility equipment/meters	Fee = Replacement cost of equipment	
Unauthorized Meter Access/Unsafe Meter Use	\$125.00 per occurrence	
Disconnect/Reconnect ELECTRIC Service at Riser	\$60.00	\$125.00
Disconnect/Reconnect ELECTRIC Service at Pole	\$60.00	\$125.00
Temporary ELECTRIC Service	N/C	N/A
First Meter Test	N/C	N/A
2nd Request Test (within 12 months)	\$40.00	N/A
First Utility Bill Reprint	N/C	N/A
2 nd Utility Bill Reprint (within 12 months)	\$1.00	N/A
Meter Test (if tampering is involved)	\$40.00	N/A
N/C = no charge N/A = not available or applicable		Original schedule effective June 1, 2008

*New Account Application fee appears on first months bill

** Service calls to reconnect services will not be performed after 10 PM

***The City will waive one (1) Collection Charge as a courtesy in a 24-month period.

****The City will adjust fees for services provided by outside vendors as instructed by vendors.