

TOWN OF LOUISBURG FREQUENTLY ASKED QUESTIONS

1) WHAT DAY ARE BILLS DUE? WHEN DOES LATE FEES APPLY? WHEN IS CUT OFF?

TOWN OF LOUISBURG HAS STARTED THE CURRENT BILLING CYCLE IMPROVEMENT PLAN. BILLS WILL BE MAILED AT SEVERAL DIFFERENT TIMES OF EACH MONTH AND DUE AT DIFFERENT TIMES OF EACH MONTH. THIS WILL BE FROM JULY 2020 – MARCH 2021.

TOWN OF LOUISBURG UTILITY BILLS AND NEWSLETTERS WILL STATE THE MAIL DATE/ DUE DATE/ LATE FEE AND CUT OFF DATE. DUE TO THE PANDEMIC AND THE BILLING CYCLE IMPROVEMENT PLANS, LATE FEES AND CUT OFF DATES MAY CHANGE. IF YOU HAVE QUESTIONS REGARDING THIS BILLING CYCLE IMPROVEMENT PLAN, PLEASE CONTACT THE CUSTOMER SERVICE DEPARTMENT AT 919-496-3406 - MONDAY – FRIDAY, 8:30AM - 5:00PM.

2) AM I ELIGLE FOR AN EXTENSION? WHEN IS THE DEADLINE TO SIGN AN EXTENSION FORM? IF I DON'T PAY ON THE EXTENSION DATE WILL MY LIGHTS BE DISCONNECTED?

EXTENSIONS ARE ALLOWED 2 TIMES A YEAR. A CUSTOMER HAS TO BE WITH THE TOWN OF LOUISBURG FOR ***1 YEAR WITH GOOD PAYMENT HISTORY*** TO BE GRANTED AN EXTENSION. ANY PERSONS WHO ARE CURRENTLY SET UP ON INSTALLMENT PAYMENTS FOR COVID 19 - PANDEMIC/ HARDSHIP OR PREVIOUS DEBTS WILL NOT BE ABLE TO SIGN AN EXTENSION FORM.

EXTENSION FORMS SHOULD BE FILLED OUT AT TOWN HALL. EXTENSIONS MUST BE FILLED OUT BY THE FRIDAY BEFORE CUT OFF DAY. NO EXTENSION FORMS WILL BE GIVEN OUT ON CUT OFF DAY.

IF PAYMENT IS NOT RECEIVED ON EXTENSION DATE THAT IS GIVEN, ***DISCONNECTION WILL TAKE PLACE ON THE FOLLOWING DAY AT 11AM.*** A \$50 RECONNECTION FEE AND THE BILL WILL HAVE TO BE PAID IN FULL IN ORDER TO RESTORE SERVICES.

IF AN EXTENSION IS NEEDED CUSTOMERS MUST COME INTO TOWN HALL AND SEE A CUSTOMER SERVICE REPRESENTATIVE TO SIGN AN EXTENSION FORM. EXTENSIONS ARE NOT REQUIRED TO BE GIVEN TO CUSTOMERS, THIS IS A PRIVILEGE TO CUSTOMERS, AND MAY BE DISCONTINUED AT ANY TIME. EXTENSIONS ARE TO HELP CUSTOMERS THAT ARE PAYING PRIOR BILLS GET CURRENT. THIS IS NOT A RECURRING TRANSACTION.

3) WHEN WILL I RECEIVE MY DEPOSIT BACK FOR “GOOD PAY”?

A TENANT CAN GET THERE DEPOSIT BACK FOR “***GOOD PAY***” IF THEY HAVE ***PAID ON TIME FOR 2 YEARS WITH NO LATE FEES.*** IF A LATE FEE WAS APPLIED TO THE ACCOUNT WITHIN 2 YEARS, THE CUSTOMER HAS TO PAY ON TIME FOR 1 YEAR FROM THAT DATE TO RECEIVE THE DEPOSIT BACK. CUSTOMERS MUST COME INTO TOWN HALL AND REQUEST FOR DEPOSIT BACK. TOWN HALL WILL DETERMINE IF CUSTOMER IS ELIGLE FOR THERE DEPOSIT BACK. WE WILL THEN SEND A CHECK OR APPLY THE DEPOSIT TO THE CUSTOMERS ACCOUNT (UPON REQUEST OF THE CUSTOMER). DEPOSITS ARE MAILED 1 TIME A MONTH.

4) IF I MOVE WILL I RECEIVE MY DEPOSIT BACK?

IF A TENANT LEAVES OR MOVES BEFORE THERE 2 YEARS OR AT ANY TIME, THE DEPOSIT WILL BE APPLIED TO THE ACCOUNT OF THE FINAL BILL.

IF THERE IS A BALANCE DUE FROM THE CUSTOMER AFTER THE DEPOSIT HAS BEEN APPLIED A BILL WILL BE RENDERED AND MAILED.

IF THERE IS A BALANCE DUE TO THE CUSTOMER AFTER THE DEPOSIT HAS BEEN APPLIED, A CHECK WILL BE RENDERED TO THE CUSTOMER FOR THE DIFFERENCE TO THE CUSTOMERS FORWARDING ADDRESS.

IF WE DO NOT HAVE A FORWARDING ADDRESS IT WILL BE HELD AT THE TOWN OF LOUISBURG OFFICE AND EVENTUALLY ESCHEATED TO THE STATE OR CUSTOMERS ESTATE.

5) WILL I BE CHARGED A FEE IF I PAY WITH MY CREDIT CARD?

TOWN OF LOUISBURG NOW OFFERS INTERACTIVE VOICE RESPONSE (IVR) [888-633-9408](tel:888-633-9408) AND ONLINE BILL PAY THAT IS ACCESSIBLE THROUGH THE TOWNOFLOUISBURG.ORG WEBSITE. THE IVR AND ONLINE BILL PAY FUNCTIONS ARE AVAILABLE 24 HOURS, 7 DAYS A WEEK.

THERE IS A \$5.00 SERVICE FEE TO MAKE PAYMENTS THROUGH THE FOLLOWING FUNCTIONS. IF YOU CHOOSE TO COME INTO THE TOWN HALL TO MAKE A PAYMENT BY CREDIT CARD, YOU WILL NOT BE CHARGED A \$5.00 SERVICE FEE. IF CREDIT CARD PAYMENTS ARE MAILED OR INSERTED IN TO THE NIGHT DROP BOX FOR PAYMENT, YOU WILL BE CHARGED A \$5.00 SERVICE FEE.

6) WHY IS MY BILL SO HIGH?

THE TOWN OF LOUISBURG BILLS A MONTH BEHIND. THE TOWN READS METERS ONCE A MONTH TYPICALLY THE 1ST OF EACH MONTH DEPENDING ON WHAT DAY THE 1ST FALLS ON, SO A BILL THAT IS RENDERED ON THE 25TH OF MAY, IS FOR **USAGE DATES: APRIL 1- MAY 1, BILLED IN MAY AND DUE FOR PAYMENT IN JUNE**. SO AS THE SEASONS CHANGE YOUR UTILITY BILL IS REFLECTING THE PREVIOUS MONTHS USAGE. *WITH THE NEW BILLING CYCLE IMPROVEMENT PLAN TAKING AFFECT, THIS WILL CHANGE WHEN YOUR BILL IS DUE AND THE DATES THAT YOU WILL BE PAYING FOR ON THE BILL.

WHEN SUMMER AND WINTER APPROACH, PLEASE BE MINDFUL OF THE HEATING AND COOLING SOURCES IN YOUR HOME. MAKE SURE YOUR HOME IS WELL INSULATED, YOUR THERMOSTATS ARE PROGRAMMED TO THE RECOMMENDED TEMPERATURES AND ELECTRIC HEATERS/FANS ARE ENERGY EFFICIENT. THIS HELPS WITH HIGHER UTILITIES IN SUMMER AND WINTER. ALL ELECTRIC/WATER USAGE IS BILLED FROM THE READING ON YOUR METER.

THE UTILITY BILLS IN LOUISBURG ARE A FULL SERVICE UTILITY BILL, WHICH MEANS CUSTOMERS WHO LIVE IN TOWN WILL RECEIVE A BILL WITH THE FOLLOWING UTILITIES (**ELECTRIC, WATER, SEWER, GARBAGE AND LANDFILL**), BUSINESS CUSTOMERS WILL ALSO SEE A (**DEMAND**) UTILITY. CUSTOMERS WHO LIVE OUTSIDE OF THE TOWN LIMITS MAY HAVE A UTILITY BILL WITH JUST ONE OR TWO OF THE TOWN UTILITIES.

