



WOODFIN SANITARY WATER AND SEWER DISTRICT CUSTOMER INFORMATION

PAYMENTS:

- Your payment must be posted in our office on or before the due date indicated on the front of the bill. Please allow 7-10 days for mailed payments to be received.
- The due date on your bill is for your CURRENT charges ONLY. **If you have a balance forward (regardless of the amount), your account is subject to cut off.**
- Failure to make payment as noted above will result in the assessment of delinquent and/or termination of service fees.
- Bank Drafts will be posted to your account within 5 days of the end of the month.
- You may pay online by check or credit card at www.woodfinwater.com and also register to receive email notification of bill.
- For payment arrangement information, you will need to call the office at 828 253-5551, and speak with Fran Justice, Billing Administrator. If payment arrangements are made, the arrangement must be in writing and signed by the customer & WWD. If the payment arrangements are not kept your water will be subject to water cut off and any additional fees that apply.

FEES:

- Late payment penalty is 10% of water charges.
- The billing charge(s) are used to cover the relevant costs of billing. These costs include: customer services, water maintenance, water maintenance personnel, materials, and computer resources to produce bills; postage and other related expenses.
- A disconnection/reconnection fee of \$60.00 will be assessed to any accounts scheduled for termination because of non-payment.
- A service fee of \$25.00 will be assessed to each check or bank draft returned unpaid by the bank.
- Damage to or tampering with the meters or other parts of the water system or obstructing the access to meters (ex: vehicles, shrubs, animals) will result in the following penalties: \$200.00 for the 1st violation, \$300.00 for the 2nd violation, and a new meter tap and fee(s) for additional violations thereafter. In addition, fees that apply to individual damages as indicated by Director.

ADJUSTMENTS:

- Leak adjustments are conditional upon repair of the leak by the customer.
- Customer requests for billing adjustments due to a private leak must be made in writing, within customer's billing cycle that leak took place.
- Only 1 adjustment per year will be made.

QUESTIONS:

- Concerning water conservation: please go to www.woodfinwater.com or come by our office at 122 Elkwood Avenue and obtain information
- Concerning Metropolitan Sewer District (MSD) call 828 255-0061

ABBREVIATIONS:

- BWFee/MWFee=Bimonthly/Monthly water fee
- BSMNTFee/ MSMFee =Bimonthly sewer maintenance fee/ Monthly sewer maintenance fee
- WWD=Woodfin Water District