

# Gates County

## Customer Service Policy



Amended 8/3/16 with changes effective 9/1/16

Changes effective 9/1/16:

Late fees implemented on the 20<sup>th</sup>.

Look back period is 6 months with water not being physically disconnected (no longer 12 months with no late fees).

## **I. GENERAL**

### **A. OFFICE LOCATION AND SERVICE HOURS**

Gates County's Customer Service Department is located in the Administration Building, 200 Court Street, Gatesville. The Administration Building is open from 9:00 a.m. to 5:00 p.m., Monday through Friday, with the exception of holidays, inclement weather, or other special circumstances.

### **B. PAYMENT PROCESSING**

Payments received by the Customer Service Department will be handled in accordance with the Gates County Cash Management Policy (Attachment II). Tax payments will be processed in accordance with applicable North Carolina General Statutes. Tax and utility payments may also be made via the County website, [www.gatescounty.govoffice2.com](http://www.gatescounty.govoffice2.com). If using this option the Customer will be redirected to the Official Payments website and will be able to make payments using Visa, Mastercard, American Express, or Discover. There is a nominal fee for this service. This fee is in addition to the amount owed to the County. Payments made using Visa and Mastercard will be received by the County the following business day. Payments made by American Express and Discover will be received by the County after two business days. Payments made to the Department of Social Services, Sheriff's Department, Register of Deeds, Cooperative Extension, Board of Elections and GITS (Gates Inter-Regional Transportation System) will be collected by the individual departments and receipted daily by the Customer Service Division in accordance with the Gates County Cash Management Policy (Attachment II).

## **II. RIGHTS AND RESPONSIBILITIES**

### **A. AUTHORITY**

The enactments of this policy were approved by the Gates County Board of Commissioners.

### **B. SCOPE**

1. This policy is not meant to be all-inclusive but offers direction and guidance for the County Manager and employees of the County.
2. This policy has been adopted by the Gates County Board of Commissioners for all customers of the County.
3. The intent of this policy is to provide the customer, the utility and building trades, and the employees of the County a helpful guide with uniform procedures for providing service. The County desires to treat its citizens in a fair and indiscriminate manner while recognizing that each customer has distinct needs and requirements.
4. Employees of the County have been empowered and well-trained to use this policy to deliver high quality service to customers. Employees are expected to deal with each decision with empathy and understanding, listening carefully to the needs and requirements of individual customers. Ultimately, the County Manager accepts the responsibility as the final authority on this policy.
5. This policy is not meant as a substitute for personal initiative on the part of employees. It will serve as a guide for reasonable response to customer needs while meeting the requirements of good business practice on the part of the County.

## **C. DEFINITIONS USED IN THIS POLICY**

**EMPLOYEES** - The employees of the County of Gates, charged with the responsibility of delivering services to the citizens and customers while ensuring good business practices and considering the needs and wants of customers.

**COUNTY** - The County of Gates governing body and its employees.

**BOARD OF COMMISSIONERS** - Those officials elected to represent the citizens of Gates County.

**UTILITY** - The Gates County Public Utilities Department including Water, Sewer and Solid Waste.

## **D. APPLICATION OF THIS POLICY**

1. This policy applies to every customer or applicant for utility service. Copies of this policy are available on the County website and at the County's Customer Service Counter.
2. This policy may be revised, amended, supplemented or otherwise changed from time to time by action of the Gates County Board of Commissioners.
3. The County is not responsible for any damage caused by turning on or off County utility services as provided in this policy.

## **E. CONFLICT**

Provisions of a special contract or tariff between the County and a customer will take precedence over these policies.

## **F. PART OF ALL CONTRACTS**

These policies are part of all oral and written contracts for providing and receiving utility services from the County.

## **G. NO PREJUDICE OF RIGHTS**

Although the County and its customers may not always exercise the rights specified in these policies or available to them by law, that does not prevent the County or the customer from exercising those rights at a later time.

## **H. UNIQUE RIGHTS AND RESPONSIBILITIES**

The customer and the County have unique rights and responsibilities toward utility service. The responsibilities, detailed throughout this publication, are summarized here:

### **1. CUSTOMER RESPONSIBILITIES**

- a. Allow County utility personnel access to property to set up and maintain service.
- b. Piping on the Customers' premises must be so arranged that the connections are conveniently located with respect to the County's water lines or mains.
- c. If the Customer's water piping on the Customer's premises is so arranged that the

County is called upon to provide additional meters, each place of metering will be considered as a separate and individual account.

- d. A suitable place shall be provided by the Customer for placing a water meter on their property, unobstructed and accessible at all times by the meter reader.
- e. The Customer shall furnish and maintain a private cut-off valve on the Customer's side of the water meter; the County is to provide a like valve on the County's side of such meter.
- f. The Customer's piping and apparatus shall be installed and maintained by the Customer at the Customer's expense in a safe and efficient manner and in accordance with the County's rules and in full compliance with the sanitary regulations of the State Board of Health.
- g. The Customer shall provide proper protection for the County's property placed on the Customer's premises and shall permit access to it only by authorized personnel.
- h. In the event that any loss or damage to the property of the County or any accident or injury to persons or property is caused by or results from the negligence or wrongful act of the Customer, his agents, or employees, the cost of the necessary repairs or replacements shall be paid by the Customer to the County; and liability otherwise resulting shall be assumed by the Customer. The Customer will be notified of the action and allowed to dispute the allegation.
- i. The amount of such loss or damage or the cost of repairs shall be added to the Customer's bill and if not paid, service may be discontinued by the County.
- j. It shall be the Customer's responsibility to notify the County before allowing any flow test on a sprinkler system.
- k. Fire department personnel shall maintain positive pressure on the County's system at all times during high volume activities. By allowing firefighting connections the County does not guarantee in any manner the availability of water for fire protection purposes.
- l. Pay bills by the Due Date shown on each monthly bill.
- m. Notify the Customer Service Department if there is someone in the household who is either chronically or seriously ill, handicapped or on a life support system. Official medical notification must be provided to the Customer Service Division for documentation.
- n. Notify the Customer Service Department with questions or complaints about service.
- o. Install, maintain and repair plumbing in the home/business.
- p. The County provides utility service for the sole use and convenience of the premises under contract. The customer will ensure that utility service is not given or resold to a neighbor or tenant.
- q. Violation of this policy will be cause for disconnection of service.

## **2. CUSTOMER RIGHTS**

The customer has a right to request, free of charge, historic billing and usage information. If a Utility employee cannot find any reason for usage changes, the customer may request one free meter test per year.

## **3. COUNTY RESPONSIBILITIES**

- a. The County shall run a service line from its distribution line to the Customer's property line. The distribution line runs immediately adjacent and parallel to the property to be served for which the appropriate tap-on fee has been paid.
- b. The County may install its meter at the property line or at the County's option, on the Customer's property or in a location mutually agreed upon.
- c. When two or more meters are to be installed on the same property for different Customers, they shall be closely grouped and clearly indicate which Customer they supply.
- d. The County does not assume the responsibility of inspecting the Customer's piping or apparatus and therefore will not be responsible.
- e. The County reserves the right to refuse service unless the Customer's lines or piping are installed in such a manner as to prevent cross-contamination or backflow.
- f. The County shall not be liable for damage of any kind resulting from water or the use of water on the Customer's premises, unless such damage results directly from negligence on the part of the County. The County shall not be responsible for any damage done by or resulting from any defect in the piping, fixtures or appliances on the Customer's premises. The County shall not be responsible for negligence of third persons or forces beyond its control resulting in any interruption of service.
- g. To provide and explain rate schedules, how meters are read, and other additional, reasonable information.
- h. To respond to questions or complaints from customers. We may not agree with the complaint, but we pledge prompt, courteous and honest answers.

## **4. COUNTY RIGHTS**

- a. To access the County's utility facilities.
- b. To receive notice of changes in address, status of utility service, or problems with utility service.
- c. To receive timely payment for services delivered to a home/business.
- d. The appropriate department of the County is authorized to take action in court regarding equipment tampering or financial delinquencies.

### **III. ESTABLISHING UTILITY SERVICE**

#### **A. REQUEST FOR WATER AND/OR SEWER SERVICE**

1. Original Application of Service: Any customer requesting services shall complete an application and agreement for services. The customer must provide a valid picture identification and Federal Tax I.D. Number (if applicable). The customer may voluntarily provide a Social Security number. If provided, the Social Security number will be used for debt collection purposes only. The Customer must have paid the applicable tap-on fee and impact fee in full in order to proceed. The County may reject any application for service not available under a standard rate or which involves excessive service cost or which may affect the supply of service to other customers or for other good and sufficient reasons. The County may reject any application for service when the applicant is delinquent in payment of bills incurred for service previously supplied at any location, provided that when the owner of the premises has been served water and has not paid for the same, the County shall not be required to render service to anyone at said location where the water was used, until all charges and fees have been paid in full.
2. For violation of any of the provisions of these rules relating to an application for service, the County may, at the expiration of 15 days after mailing a written notice to the last known address of the Customer, remove the meter and discontinue service. When the meter is re-installed the Customer shall first pay to the County a re-installation charge as provided in the Gates County Fee Schedule (Attachment I).
3. The initial or minimum charge, as provided in the Gates County Fee Schedule (Attachment I), shall be made for each meter installed, regardless of location. Each meter requires a separate meter reading sheet and each meter reading sheet shall cover a separate individual account.
4. The County recognizes a joint application for utility service.
5. Any changes in account information, mailing address, account name, etc. should be made in person or in writing by the account-holder to the Customer Service Department.
6. Customers may request utility service at the Customer Service Department in the County Administrative Office, 200 Court Street, Gatesville.
7. Any request for utility service, or a request to add another service connection by a customer will be handled as a request for all services applicable to the location.
8. If a customer wants to obtain service prior to arrival in the County, mailed or faxed information should include acknowledgment of the establishment of service. The customer will also be notified of any required fees and shall pay those fees in advance.
9. The County may request an additional fee as provided in the Gates County Fee Schedule (Attachment I) be paid for the expense of cutting on and off utilities maintained for less than 30 days at a permanent premise.
10. The customer must meet the requirements specified in the Application for Service for service requests for new construction.

**B. SOLID WASTE**

Solid Waste fees in accordance with the Gates County Fee Schedule (Attachment I) shall apply to all inhabited dwellings effective with the connection of any other utility (County provided or other). In order for uninhabited dwellings to be exempt from Solid Waste fees, the customer must provide proof that electric service has been disconnected.

**C. PRIOR DEBT**

The County shall not furnish service to an applicant who is indebted to the County for service previously furnished until all indebtedness has been satisfied.

**IV. UTILITY BILLING**

**A. BILLING INFORMATION FOR UTILITY CUSTOMERS**

- 1. Bills for utilities will be calculated in accordance with the Gates County Fee Schedule (Attachment I) and will be based on the amount consumed for the period covered by the meter readings. Bills for customers with County water or sewer service will be processed as indicated below:

|   |                               |
|---|-------------------------------|
| Bills mailed to customers:              | 1st day of month              |
| Bills due:                              | 16th day of month             |
| Late fee if not by paid 5:00 p.m.:      | 20th day of month             |
| Reconnect fee if not paid by 5:00 p.m.: | 26 <sup>th</sup> day of month |
| Cut offs:                               | 27th day of month             |

Bills for Solid Waste customers without County water or sewer service will be processed quarterly.

- 2. Charge for service commences when the meter is installed regardless of usage.
- 3. Failure to receive bills or notices shall not prevent such bills from becoming delinquent or relieve the Customer from responsibility for payment.
- 4. County personnel shall not wait to disconnect service while the Customer goes to pay the bill.
- 5. County personnel shall not receive money at the scene; payment must be made to the Customer Service Department.
- 6. Service discontinued for nonpayment will be restored after the bill is paid in full by cash, certified check, or money order to include the late fee and reconnect fee as provided in the Gates County Fee Schedule (Attachment I) for each meter reconnection. No reconnects will be made on payments received after 4:00 p.m.
- 7. Customers who think a bill is in error shall present their claim in person to the Customer Service Department before the bill becomes delinquent. If such a claim is made after the bill has become delinquent it shall not be effective in preventing discontinuance of service. The consumer may pay such bill under protest and said payment shall not prejudice their claim.
- 8. The County will make special meter readings at the request of the Customer for a fee as provided in the Gates County Fee Schedule (Attachment I); however, if the reading discloses the meter was over read there will be no charge.

9. Meters will be tested at the request of the Customer for a fee as provided in the Gates County Fee Schedule (Attachment I). If the meter is found to be functioning improperly there will be no charge.
10. If the seal of a meter is broken by other than the County's representative or if the meter fails to register correctly or is stopped for any cause, the Customer shall pay an amount estimated from the record of his previous bills and/or from other proper data.
11. If a meter is locked and the device to lock the meter is damaged, cut or broken, the Customer will be charged as provided in the Gates County Fee Schedule (Attachment I).

#### **B. WATER / SEWER BILL ADJUSTMENT**

A water bill adjustment can be provided when the following criteria are met:

1. The leak shall be a concealed leak. A commode tank shutoff valve, water heater pressure relief valve, outside and inside faucets, exposed piping, etc., shall not be considered a concealed leak.
2. No adjustments will be made unless the gallons billed are at least twice the highest monthly billing in the previous twelve (12) months.
3. The problem has been corrected.
4. Evidence of the repairs such as plumbing bills and/or a signed statement as to what work was done shall be submitted.
5. The materials used in the repair must be of the type approved by the North Carolina Building Code Council.
6. Only one adjustment shall be made in a twelve (12) month period. If the leak is reflected on two consecutive water bills, adjustments will be made on both bills.
7. When the County discovers that a water leak exists and the Customer is notified of the same, the Customer shall take immediate steps within fifteen (15) days to correct the situation. Undue delay by the Customer shall cause forfeiture of the benefit of a rate adjustment.
8. No adjustment will be made without an investigation and verification from the Public Utilities Department that the leak was concealed and has been repaired.

#### **C. DROP BOX FOR PAYING AFTER HOURS**

For customer convenience, a drop box is located at the Administration Building. Cash should not be deposited in the drop box.

Payments deposited in the box after 5 p.m. shall be processed on the next business day.

#### **D. RETURNED CHECKS**

The Gates County Returned Check Policy (Attachment III) will apply to all returned checks.

## **V. DISCONTINUING UTILITY SERVICE**

### **A. TRANSFER OF SERVICE**

Customers may transfer service from one location to another as long as no bills are past due. The remaining amount owed and any fees owed will be due by the due date on the final bill received after the transfer date. Failure to pay in full by the final bill due date will result in disconnection of service at the new account location.

### **B. CLOSING A UTILITY ACCOUNT**

After an account has been closed by either customer request or demand of the County, a check will be issued to the customer for any net credit after all funds due to the County are paid.

### **C. FORCED CLOSING OF A UTILITY ACCOUNT**

1. As soon as possible after termination of utility service, the account will be closed. All fees and credits are then applied to the balance and a "final" bill will be issued to the customer. Any balance owed to the County will remain in active suspension until the balance is paid in full.
2. All legal means of collection for an account in arrears will be taken whether the account is in "closed" status or not.

### **D. TERMINATION OF SERVICE**

1. Requesting Discontinuance of Service: Any customer requesting discontinuance of service will inform the County's Customer Service Department of the location, date service is to be disconnected and the forwarding mailing address for the final bill.
2. Disconnection Scheduling: No less than a three (3) day notice must be given in person or in writing to the Customer Service Department to discontinue service or to change occupancy.
3. Final Bill: The Customer will be billed for all water usage up to the time of departure or the time specified for departure, whichever period is longest. A final bill will be mailed in a timely manner to encourage collection and customer understanding.

### **E. CUSTOMER'S RIGHTS PRIOR TO DISCONTINUANCE OF SERVICE**

1. Reasonable Opportunity: The County will discontinue utility service to customers for non-payment only after giving the customer a reasonable opportunity to question the accuracy of the bill. Reasonable opportunity is defined as the period of time from the issuance of the bill until the due date.
2. Disputed Bill: If a customer disputes the accuracy of their bill they shall present their claim to the Customer Service Department before the bill becomes delinquent.
3. Exceptions: Under special circumstances, the County may choose not to interrupt service. This decision will be made by the Customer Service Department Head as approved by the County Manager.
4. If a customer is scheduled for disconnection due to non-payment, they will be removed from the disconnection list provided their water service has not been disconnected for the previous 6 months. All late fees and service fees will be rolled over to the next month's

bill.

5. Disconnections for non-payment will not be made after 4:00 p.m., prior to holidays and/or on weekends.

#### **F. INVOLUNTARY DISCONTINUANCE OF SERVICE**

The County may discontinue utility service for any one of the following reasons:

1. Failure of the customer to pay bills for utility service as required in the Utility Billing section of this policy. The County will make reasonable efforts (i.e. personal appearance at residence, phone call, door hanger, etc.) to contact the customer prior to disconnecting service; however, failure to establish contact will not negate or limit the County's authority to discontinue service.
2. Upon discovery of meter tampering such as bypassing the meter or altering its function.
3. To prevent fraud or abuse.
4. Customer's willful disregard of the County's rules.
5. Insufficiency of supply due to circumstances beyond the County's control.
6. Legal processes.
7. Direction of public authorities.
8. Strike, riot, fire, flood, accident or any unavoidable cause.
9. A notice for termination will include a clear explanation of the reasons for the termination, a statement that cut-off is imminent and the date it will occur, a statement advising the customer of the termination and the right to contest the bill by contacting the Customer Service Department, 200 Court Street, Gatesville, 252-357-2411, from 9:00 a.m. – 5:00 p.m., Monday through Friday, with the exception of holidays, inclement weather, or other special circumstances regarding the payment and dispute.
10. Federal laws regarding bankruptcy require that the County not alter, refuse or disconnect service based solely on the basis of the beginning of bankruptcy proceedings or on the customer's failure to pay for bankruptcy service, when a petition for bankruptcy has been filed. However, a utility may terminate a bankrupt debtor's service if it is not provided assurance of payment (a deposit or other security) for future services within 20 days after the date of the order for relief. If the debtor gives adequate assurance of future payment for services, the utility may not terminate the debtor's utility service for pre-petition debts.

#### **G. RECONNECTION**

When it becomes necessary for the County to discontinue service for any of the reasons listed above, service will be restored after payment of the following:

1. All past due bills due the County including additional fees and charges required by this policy. Payment must be paid by cash, certified check or money order.
2. Any material and labor cost incurred by the County.

## **H. SERVICE INTERRUPTIONS**

1. The County will make all reasonable efforts to provide continuous and uninterrupted utility service, but cannot be liable for loss or damage (direct or consequential) caused by any failure to supply utilities or by an interruption, if it is due to any cause beyond the reasonable control of the County.
2. If the customer notifies the County of an outage condition, the County's employees will promptly begin to restore the utility service.
3. The County will make every attempt to notify customers prior to a planned outage.
4. Prolonged service interruptions due to maintenance and construction may sometimes be necessary.

## **I. THE COUNTY'S RESPONSE TO METER TAMPERING**

1. Tampering with a meter or bypassing a meter is the same as stealing. The aggressive enforcement of this policy is required by the large majority of good paying customers who would be financially burdened with paying for the stolen services. The County will call for the prosecution of cases of meter tampering, water theft and fraud to the fullest extent of the law.
2. A service charge representing the County's cost for the investigation and processing of a meter tampering case will be billed to the customer who benefited from the tampering.
3. Tampering with water meters is prohibited by North Carolina General Statutes, specifically Chapter 14.

## **VI. BUILDING PERMITS**

The Permit Officer or Inspections Department will accept permit applications and determine fees in accordance with the Gates County Fee Schedule (Attachment I). Payments will be received by the Customer Service Department. The Inspections Department or Permit Officer will review applications and notify customer upon issuance of valid permit. Customers should note that permits may not be issued at time of payment. Permit issuance is by Code Enforcement Officer only. Permits shall not be issued for any customer owing delinquent taxes as verified by the Tax Department. All fees must be paid before connection of power is approved and/or the certificate of completion/occupancy is released.

## **VII. ZONING**

The Planner or Zoning Administrator will review zoning requirements and determine fees in accordance with the Gates County Fee Schedule (Attachment I). Payments will be received by the Customer Service Department.

## **VIII. TAX**

The Customer Service Department will serve as cashier for the Tax Department. The Customer Service Department will have the duty of posting tax payments and issuing receipts for same with exception of tax prepayments. A daily settlement for tax payments will be certified to the Tax Collector daily for all tax funds posted and receipted. Tax prepayments will be collected by the Tax Department and receipted daily by the Customer Service Department. Tax payments and tax prepayments received will be processed in accordance

with applicable North Carolina General Statutes and the Gates County Cash Management Policy (Attachment II).

**IX. DEPARTMENT OF SOCIAL SERVICES**

Payments collected by the Department of Social Services will be receipted daily by the Customer Service Department in accordance with the Gates County Cash Management Policy (Attachment II).

**X. SHERIFF'S DEPARTMENT**

Payments collected by the Sheriff's Department will be receipted daily by the Customer Service Department in accordance with the Gates County Cash Management Policy (Attachment II).

**XI. REGISTER OF DEEDS**

Payments collected by the Register of Deeds Office will be receipted daily by the Customer Service Department in accordance with the Gates County Cash Management Policy (Attachment II).

**XII. COOPERATIVE EXTENSION**

Payments collected by the Cooperative Extension Office will be receipted daily by the Customer Service Department in accordance with the Gates County Cash Management Policy (Attachment II).

**XIII. BOARD OF ELECTIONS**

Payments collected by the Board of Elections Office will be receipted daily by the Customer Service Department in accordance with the Gates County Cash Management Policy (Attachment II).

**XIV. GITS (GATES INTER-REGIONAL TRANSPORTATION SYSTEM)**

Payments collected by GITS (Gates Inter-Regional Transportation System) will be receipted daily by the Customer Service Department in accordance with the Gates County Cash Management Policy (Attachment II).

**Attachment I**

**Gates County FY17 Schedule of Fees & Fines  
Section 3 of Budget Ordinance**

**Water Rates/Fees**

|   |   |
|---|---|
| First 1,000 gallons of usage (minimum) per month            | \$ 10.00  |
| Each additional 1,000 gallons per month                     | \$ 3.00   |
| Late Fee  | 10%   |
| Cut Seal/Lock Fee   | \$ 15.00  |
| Service Fee   | \$ 25.00  |
| Meter Test Fee  | \$ 15.00  |
| Stolen Meter Fee  | \$ 50.00  |
| Replacement Meter Box Lid                                   | \$ 15.00  |
| Replacement Cutoff Valve                                    | \$ 40.00  |
| Meter Re-read Fee   | \$ 5.00   |
| Impact Fee  | \$1,000.00 per REU                                |
| • 1 REU (Residential Equivalent Unit) 1 REU = 4,000 gallons |   |
| Tap-on Fee  |   |
| • 3/4 in. service   | \$ 750.00   |
| • 1 in. service   | \$1,000.00  |
| • 1 1/2 in. service   | \$2,000.00  |
| • 2 in. service   | \$2,000.00  |
| • Upgrade an existing tap size                              | Full cost as noted above                          |
| • Upgrade to tap size prior to installation                 | Full cost as noted above<br>less payment received |

**Sewer Rates/Fees**

Sewer rates are based upon water usage.

|   |   |
|---|---|
| First 1,000 gallons of water used (minimum) per month       | \$ 20.00  |
| Each additional 1,000 gallons per month                     | \$ 6.00   |
| Late Fee  | 10%   |
| Impact Fee  | \$1,000.00 per REU                                |
| • 1 REU (Residential Equivalent Unit) 1 REU = 4,000 gallons |   |
| Tap-on Fee  |   |
| • 4 in. line  | \$4,500.00  |
| • 6 in. line  | \$5,500.00  |
| • Upgrade an existing tap size                              | Full cost as noted above                          |
| • Upgrade to tap size prior to installation                 | Full cost as noted above<br>less payment received |

**Solid Waste Fees (Landfill)**

Households in unincorporated area:

- No solid waste removal service provided \$ 15.00/month
- Solid waste removal service provided \$ 7.50/month  
(must provide proof of private solid waste removal service)

Households in incorporated area :

- Solid waste removal service provided \$ 7.50/month

Households with Elderly/Disabled Homestead Exemption \$ 7.50/month

Late Fee 10%

## Permit Fees

### Residential

|               |          |
|---------------|----------|
| Plan Review   | \$ 25.00 |
| Zoning Review | \$ 25.00 |

### **Modular Home**

|           |           |
|-----------|-----------|
| One story | \$ 400.00 |
| Two story | \$ 500.00 |

### **New Construction**

|   |                               |
|---|-------------------------------|
| New construction (including attached porches, carports, garages, storage, and basements)                          | \$ .30/sq. ft. (\$35.00 min.) |
| New construction - detached buildings (including sheds, shelters, garages, utility and other accessory buildings) | \$ .15/sq. ft. (\$35.00 min.) |
| Additions to existing structure   | \$ .30/sq. ft. (\$75.00 min.) |
| Remodeling – Up to \$5,000 of non-load bearing work   | No fee                        |
| Remodeling – Over \$5,000 of non-load bearing work  | \$50.00 + \$2.00 per \$1000   |

### **Insulation**

|                    |                              |
|--------------------|------------------------------|
| 0 - 300 sq. ft.    | \$ 35.00                     |
| 301 - 3000 sq. ft. | \$ 75.00                     |
| Over 3001 sq. ft.  | \$ 75.00 plus \$0.04/sq. ft. |

### **Plumbing**

|              |                        |
|--------------|------------------------|
| Per fixture  | \$ 6.00 (\$35.00 min.) |
| Water Meter  | \$ 35.00               |
| Water Heater | \$ 50.00               |

### **Mechanical**

|                                |           |
|--------------------------------|-----------|
| First unit including duct work | \$ 100.00 |
| Each additional unit           | \$ 25.00  |
| Replacement of unit            | \$ 60.00  |
| Gas piping only                | \$ 40.00  |

### **Electrical**

|  |                               |
|--|-------------------------------|
| New Construction/Additions             | \$ .10/sq. ft. (\$35.00 min.) |
| Temporary Service Pole                 | \$ 35.00                      |
| Service Change or Farm Service         |                               |
| 100 amp service                        | \$ 35.00                      |
| 150 amp service                        | \$ 45.00                      |
| 200 amp service                        | \$ 60.00                      |
| 400 amp service                        | \$ 120.00                     |
| Each additional 100 amps over 400 amps | \$ 35.00                      |
| Generator                              | \$ 50.00                      |

### **Manufactured Home**

|             |           |
|-------------|-----------|
| Single Wide | \$ 250.00 |
| Double Wide | \$ 350.00 |
| Triple Wide | \$ 400.00 |
| Electrical  | \$ 75.00  |
| Plumbing    | \$ 75.00  |
| Mechanical  | \$ 75.00  |

|  |           |
|--|-----------|
| <b>Swimming Pool</b>                         |           |
| In Ground                                    | \$ 100.00 |
| Above Ground                                 | \$ 75.00  |
| Electrical and Plumbing Permits not included |           |

**Commercial**

|               |          |
|---------------|----------|
| Plan Review   | \$ 25.00 |
| Zoning Review | \$ 25.00 |

**New Construction**

|  |                            |
|--|----------------------------|
| New construction, additions, or remodeling | \$ .25/sq. ft. (\$50 min.) |
|--|----------------------------|

**Plumbing**

|              |                       |
|--------------|-----------------------|
| Per fixture  | \$ 10.00 (\$100 min.) |
| Water Meter  | \$ 50.00              |
| Water Heater | \$ 100.00             |

**Electrical**

|  |                            |
|--|----------------------------|
| New construction, additions, or remodeling | \$ .15/sq. ft. (\$50 min.) |
| Temporary Service Poll                     | \$ 50.00                   |
| 0-100 amp service                          | \$ 50.00                   |
| 200 amp service                            | \$ 75.00                   |
| 400 amp service                            | \$ 150.00                  |
| Each additional 100 amp over 400 amps      | \$ 50.00                   |
| Generator                                  | \$ 100.00                  |

**Mechanical**

|                                |           |
|--------------------------------|-----------|
| First Unit including duct work | \$ 150.00 |
| Each additional unit           | \$ 50.00  |
| Duct work only                 | \$ 50.00  |
| Replacement of unit            | \$ 100.00 |
| Gas Piping                     | \$ 75.00  |

**Insulation**

|                   |                               |
|-------------------|-------------------------------|
| 0-3000 sq. ft.    | \$ 100.00                     |
| Over 3001 sq. ft. | \$ 100.00 plus \$0.07/sq. ft. |

|                        |          |
|------------------------|----------|
| <b>Fire Inspection</b> | \$ 50.00 |
|------------------------|----------|

**Solar Panels**

|         |                           |
|---------|---------------------------|
| Minimum | \$ 0.45 per panel \$1,000 |
|---------|---------------------------|

**Fees Applicable to Residential and Commercial Permits**

**Enforcement/Negligence Fees**

|                                 |                  |
|---------------------------------|------------------|
| Beginning work without a permit | \$ 100.00        |
| Negligence or Penalty fee       | \$ 75.00 minimum |

Including but not limited to the following circumstances:

- Work improperly covered up without authorization of completed inspection.
- Work stopped by issuance of Stop Work Order.
- Inspections requests not ready when the Inspector arrives (i.e. door locked, incomplete work)

|                      |                     |
|----------------------|---------------------|
| <b>Re-inspection</b> | \$ 50.00/trip/trade |
|----------------------|---------------------|

For all types of re-inspection (building, insulation, plumbing, electrical, mechanical, etc.) beginning with the second re-inspection

|   |                    |
|---|--------------------|
| <b>Change to a permit after issuance</b>  | \$ 25.00           |
| <b>Demolition</b> (Approval from designated authorities required)   | \$ 100.00          |
| <b>Archive Search</b>   | \$ 35.00           |
| <b>After-Hours Fee</b>  | \$ 100.00 per hour |
| An hourly fee is charged for any inspection applied for by the permit holder to be conducted after 5pm Monday through Friday, weekends or on a County observed holiday. |                    |

## Zoning Fees

|  |                                 |
|--|---------------------------------|
| Variance (per parcel)  | \$ 650.00                       |
| Special Use Permit   | \$ 500.00                       |
| Rezoning (per parcel)  | \$ 600.00                       |
| Text Amendment   | \$ 300.00                       |
| Appeal of Zoning Administration's Ruling<br>(All appeals are heard by Board of Adjustment) | \$ 500.00                       |
| Major Subdivision Final Review of Plat<br>(Three (3) or more lots)                         | \$ 150.00 +<br>\$ 50.00 per lot |

### Planning Administrative

|  |                         |
|--|-------------------------|
| Zoning Certificate                                 | \$ 25.00                |
| Minor Subdivision Review<br>(two (2) lots maximum) | \$ 75.00 per lot        |
| Technical Review<br>(two (2) review limit)         | \$ 50.00                |
| Floodplain Application                             | \$ 50.00                |
| Map Printing – full color                          |                         |
| 8 ½" X 11" size                                    | \$ 2.00 per page        |
| 8 ½" X 14" size                                    | \$ 3.00 per page        |
| 11" X 17" size                                     | \$ 10.00 per page       |
| Code Enforcement                                   | \$500.00 civil fine max |
| First Offence                                      | \$ 50.00                |
| Second Offence                                     | \$ 100.00               |
| Fence Permit                                       | \$ 50.00                |
| Home Occupation                                    | \$ 25.00                |

### **Nuisance Ordinance Violation Fee**

|                                |                        |
|--------------------------------|------------------------|
| Civil penalty                  | not to exceed \$500.00 |
| First Violation Civil Penalty  | \$ 50.00               |
| Second Violation Civil Penalty | \$ 100.00              |

### **Noise Ordinance Violation**

|                                |                        |
|--------------------------------|------------------------|
| Civil penalty                  | not to exceed \$500.00 |
| First Violation Civil Penalty  | \$ 50.00               |
| Second Violation Civil Penalty | \$ 100.00              |

**Junk Ordinance Violation**

|                                |                        |
|--------------------------------|------------------------|
| Civil penalty                  | not to exceed \$500.00 |
| First Violation Civil Penalty  | \$ 50.00               |
| Second Violation Civil Penalty | \$ 100.00              |

**Fire Inspection Fees**

|  |   |
|--|---|
| Re-inspection Fee (routine inspections) sprinkler systems, fire alarm systems and other Requested inspections where appointments system is not ready | \$50 1 <sup>ST</sup> , \$50 2 <sup>ND</sup> , \$100 3 <sup>RD</sup> , 150 4 <sup>TH</sup> , etc |
| Alcohol Licensing Inspection (ABC)   | \$ 50.00  |
| Daycare Licensing Inspection   | \$ 50.00  |
| Foster Care Inspection   | \$ 50.00  |
| Fire Reports over 20 pages   | \$ .10 per page   |
| Tent Permits (Rodeo, Holiday Events)   | \$ 50.00  |
| Fire Works Permit (Sales of Legal Fireworks)   | \$ 200.00   |
| Amusement Buildings  | \$ 50.00  |
| Carnivals and Fairs  | \$ 50.00  |
| Exhibits and Trade Shows   | \$ 50.00  |
| Explosives/Blasting/Ammunition   | \$ 200.00   |
| Combustible Fibers Permit  | \$ 50.00  |
| Compressed Gases Use Permit  | \$ 50.00  |
| Flammable Finishes Paint Booths/Room (Auto Repair Shops)   |   |
| Flammable/Combustible Liquids  | \$ 50.00  |
| Fire Alarm Installation  | \$ 50.00  |
| Processing, Storage, Dispensing, use   |   |
| Flammable/Combustible Liquids-Storage Tanks  | \$ 50.00  |
| Stand Pipe Systems Installation  | \$ 50.00  |
| Installation 1 <sup>st</sup> tank  | \$ 50.00  |
| Installation- additional tanks   | \$ 50.00  |
| Removal 1 <sup>st</sup> tank   | \$ 50.00  |
| Removal- additional tanks  | \$ 50.00  |
| Abandonment (tanks)  | \$ 50.00  |
| Fumigation/Thermal Insecticide Fogging   | \$ 50.00  |
| High Piled Combustible Storage Permit/Lumber Storage (temp)  | \$ 50.00  |
| Liquefied Petroleum Gas Permit   | \$ 50.00  |
| Liquefied Natural Gas Permit   | \$ 50.00  |
| Suppression System New Install of Replace of Commercial Ovens  | \$ 50.00  |
| Repair Garages   | \$ 50.00  |
| Wrecking Yards/Junk Yards/Waste Handling Permits   | \$ 50.00  |
| Automatic Fire Extinguishing Systems Installation & Sprinklers   | \$ 75.00  |
| Compressed Gas System  | \$ 50.00  |

**Fire Code Violation Fines**

|  |                 |
|--|-----------------|
| Approved Fire Evacuation Plan Required and Not Posted    | \$ 50.00        |
| Street Address Not Posted or Visible From All Directions | \$ 50.00        |
| Key Boxes (Standpipes)                                   | \$ 50.00        |
| Sprinkler/Standpipe Not Complying with Code              | \$ 50.00        |
| Breach in Fire Wall/Fire Stops                           | \$ 50.00        |
| Fire/Exit Door Inoperable                                | \$ 200.00 each  |
| Fire System Not Tested as Scheduled                      | \$ 50.00        |
| Sprinkler/Fire Alarm/Detection System Inoperable         | \$ 200.00       |
| Sprinkler Heads Covered/Blocked (immediate)              | \$ 500.00       |
| Portable Fire Extinguishers Not Inspected                | \$ 50.00 (each) |
| Overcrowding (Max Occupancy Overload) (immediate)        | \$ 500.00       |

|   |  |
|---|--|
| Maximum Occupancy Load Not Posted                 | \$ 50.00                                 |
| Storage in Path of or on Fire Escapes (immediate) | \$ 500.00                                |
| Blocked Stairwells or Stairways                   | \$ 500.00                                |
| Blocked Means of Egress                           | \$ 500.00                                |
| No Required Directional Exit Signs                | \$ 50.00 (each)                          |
| No Exit Illumination or Warning                   | \$ 50.00                                 |
| Locked Exit Doors (Immediate)                     | \$ 500.00                                |
| Exit or Egress Door Needs Repaired                | \$ 50.00                                 |
| Fire Exit of Aisle Blocked (immediate)            | \$ 500.00                                |
| Spray Booth Not Complying to Code                 | \$ 50.00 1 <sup>st</sup>                 |
|   | notice add \$50.00 per additional notice |
|   | Extinguishing Hoods Not Serviced         |
|   | \$ 500.00 per day                        |
| Extension Cords Replaced Permanent Wiring         | \$ 50.00                                 |
| Smoke Detectors are Present but not Working       | \$ 50.00                                 |
| No Emergency Shut Off for 24/7 Fuel               | \$ 500.00                                |
| All Other Violations                              | \$ 50.00                                 |
| Other Citations May be Issued                     |  |

## Attachment II

### Gates County Cash Management Policy

#### **Title**

Gates County Cash Management and Investment Policy

#### **Scope**

This policy has been drafted to codify the process that Gates County will follow in regards to the receipt and investment of funds.

#### **Legal Precedence**

As specified in North Carolina General Statute (G.S.) 159-30, there are limited areas in which Gates County, specifically, and all local government organizations, generally, can invest their funds. As a rule G.S. 159-30, and any subsequent revisions, deletions, and modifications, will control the actions of all financial decisions.

#### **Philosophy**

The investment of the County's money is an endeavor that should not, and will not, be undertaken in a manner that is haphazard and/or reckless. The general strategy that will be employed is to maximize the investment yield while simultaneously minimizing the risk of loss of the County's resources.

#### **Strategy**

Gates County will ensure the liquidity of resources sufficient to meet and exceed all operational costs in a bank that preferably has an office in Gates County.

The Financial Services Director, in accordance with G.S. 159-30a, will determine the investment opportunities that best suit the needs of Gates County. The Financial Services Director will then utilize the investment opportunities that are both available to Gates County under G.S. 130-59 and are consistent with our philosophy that is outlined above. The Financial Services Director will make reports quarterly at the Board of Commissioners regularly scheduled meetings. The report will include the location of all investments, the amount of money in each investment, and the amount of gain/loss. Additionally, the County Manager will notify each Board of Commissioners member when changes in excess of one-hundred thousand (\$100,000) are made to the current investment portfolio. This notification will be made within five (5) business days after the transaction has taken place.

#### **Ethics**

The leadership of Gates County understands and appreciates the magnitude of the decisions that have to be made in regards to the financial future of our County. We will make these decisions in a manner that is transparent and uses sound financial techniques. Additionally, we must ensure that the highest of ethical standards are being utilized as to the organizations that we choose to invest the County's finances. We will make sound financial decisions that shall in no way retard the public's trust in the governing body of the County.

#### **Cash Receipts**

##### **All Departments other than Financial Services:**

##### **Receipt of Funds:**

1. Employee #1 receives, and receipts all funds and endorses checks (payments made in person, by mail, or by any other method of payment). The employee responsible for receipting funds must not be the same employee responsible for getting the mail from the post office.
2. Employee #2 verifies receipts and funds and initials receipt in book. Funds are not to be verified by an employee who is responsible for posting to client accounts.
3. Employee #1 (responsible for receiving funds) gives copy of receipt to employee #3 responsible for posting to client account.

4. Receipt book (for departments using manual receipts) or software generated report including receipt numbers (for departments using software for receipts) and funds must be taken to the Customer Service Department daily. For departments using manual receipts, one master receipt book identified by date/volume must be maintained and a copy of each receipt must remain in the book at all times. All departments which receive payments shall make daily deposits to the Financial Services Department.

**Reconciliation:**

1. Monthly revenue report will be sent from Financial Services Department to all departments.
2. Department head shall reconcile receipts with reports from Financial Services Department, receipt book, and employee responsible for posting to client account.

**Financial Services Department:**

**Receipt of Funds:**

1. Each employee at the Customer Service counter will have an individual cash drawer containing \$100 petty cash. This cash drawer will be the responsibility of the employee and will be used for the collection of all payments.
2. Mail will be received by an employee not responsible for posting payments. Any cash received by mail will be entered in a log by the employee opening the mail. The employee responsible for opening the mail will forward all payments to the Customer Service Department for posting.
3. Tax, utility, and other payments will be posted in separate batches electronically and at the close of the business day individual reports will be generated outlining the daily collections by each employee.
4. At the close of the business day an employee other than the one responsible for the drawer will balance each drawer. Over the course of a month the Customer Service Supervisor, at an unspecified time, will balance each employee's cash drawer.
5. Overages and shortages will be reported daily to the Customer Service Supervisor and Financial Services Director. Overages and shortages of more than \$20.00 will constitute action as per the County Personnel Ordinance Article VIII.
6. An employee not responsible for receiving the payments or balancing the drawer will create the bank deposit slip.
7. An employee not involved with any steps above will deliver the deposits to the bank daily with an escort from the Sheriff's Office.
8. A settlement sheet containing the date, batch numbers, batch totals, place of receipt (mail or counter), any corrections, and a copy of the deposit slip will be provided to the Tax Department daily for verification of amounts received and posted to customer accounts.

**Reconciliation:**

1. Customer Service Department reconciles daily settlement sheets with monthly collection reports.
2. Financial Services Director reconciles general ledger and monthly bank statements.
3. Accounting Coordinator creates and distributes monthly reports to all departments for reconciliation.

All departments which receive funds must bring monies received to the Customer Service Department on a daily basis. No individual departments shall independently take deposits to the bank.

## **Attachment III**

### **Gates County Returned Check Policy**

#### **Title**

Gates County Returned Check Policy

#### **Scope**

This policy has been drafted to codify the process that Gates County will follow in regards to returned checks.

#### **Property Taxes**

In accordance with North Carolina General Statute (G.S.) 105-357, Gates County shall charge a fee equal to twenty-five dollars (\$25.00) or ten percent (10%) of the amount of the check, whichever is greater, up to a maximum of one thousand dollars (\$1,000.00) for any check presented for payment of Gates County property taxes which is later returned by the bank as unpaid for any reason due to the fault of the customer.

#### **Other Services**

In accordance with North Carolina General Statute (G.S.) 25-3-506, Gates County shall charge a fee equal to twenty-five dollars (\$25.00) for any check presented to Gates County for payment which is later returned by the bank as unpaid for any reason due to the fault of the customer. Checks will not be accepted as payment for reconnection of service.

#### **Notification and Collection**

The Department who received the returned check shall notify the customer by certified mail and extend the opportunity for the customer to provide sufficient funds by presenting cash, certified check, or money order within ten (10) business days from the date the certified letter is sent. The notification shall include a copy of the Gates County Returned Check Policy. The customer shall be responsible for payment of the original check, returned check fee, and any other late fees or penalties associated. Failure to satisfy the charges resulting from the returned check within ten (10) business days will result in legal action as necessary to collect funds due. The customer shall be responsible for any legal costs associated with the collection of funds due.

#### **Multiple Returned Checks**

Upon receipt of a second returned check from the same customer within a twelve (12) month period who has any outstanding balance with the County in arrears, Gates County will not accept payments by check for any County service, regardless of Department, from the customer for a period of twelve (12) months from receipt of second returned check. The Department who received the returned check shall notify the customer by certified letter and advise the customer that all payments made within the twelve (12) month period following receipt of the returned check must be cash, certified check, or money order. The notification shall include a copy of the Gates County Returned Check Policy. If another returned check is received after the twelve (12) month period ends and the customer has any outstanding balance in arrears with the County, all future payments must be made with cash, certified check, or money order.

#### **Effect**

The above listed policy shall remain in effect until which time a court of competent jurisdiction, a State or Federal Statute, or the Board of Commissioners deem this policy as invalid or requiring modification.