

Delinquency and Collections Procedures

CFPUA cannot be responsible for bills lost or misdirected in the mail. If you have not received your bill for some time, call Customer Service at 910-332-6550 to find out what you owe and verify your mailing address on file is correct.

An account becomes delinquent when a full payment is not made by the due date. Delinquent accounts incur additional charges and may result in disconnection of water and sewer services until the account balance is paid in full.

Delinquent Accounts/Late Fees

Payments not received within 30 days will be charged a late fee of 10% of the outstanding charges up to a maximum of \$25.

If you have not paid your bill by the due date, your account is considered past due, and will be subject to late fees. Your due date is printed on your bill in the upper right corner. Collection processes will begin immediately on any delinquent amount. This can include disconnection of water service, referral to a collection agency and/or referral to the North Carolina Debt Setoff Program. The NC Debt Setoff Program allows for tax refunds and lottery winnings to be redirected to CFPUA in order to satisfy outstanding debt.

Disconnection

Delinquent accounts are subject to disconnection of water and sewer services at the customer's expense. A list of all fees can be found on **CFPUA's Rate and Fee Schedule**.

Reconnection

If your water has been disconnected because your account was delinquent, you will be required to pay your full past due balance plus any applicable fees before your water service will be reconnected. Payment is required either by cash, money order, credit card or a cashier's check. Credit card payments may be taken over the phone by calling Customer Service at 910-332-6550. Otherwise, you will need to come to one of the CFPUA payment centers at 305 Chestnut St. or 235 Government Center Drive between 8 a.m. and 5 p.m. When you pay your bill, you will be notified of the time frame when your water will be reconnected.

REMEMBER: A responsible party MUST be home to sign the work order and MUST have full access to the home before the water will be reconnected. If a responsible party is not home to sign the work order or have full access to the home, the water will not be reconnected. Addition fees will be assessed if a CFPUA representative is required to make another trip.

Extension of Payments

You are responsible for paying your bill in full by the due date, or you will be charged late fees and your water may be turned off. If you cannot pay in full by the due date, call the Customer Service department at 910-322-6550 to see if you qualify for a payment extension. ***Extensions cannot be given on accounts where the water has already been disconnected.**

By law, CFPUA must charge all residential customers the same rates regardless of age, race, income, disability, family status or any other distinction. Therefore CFPUA cannot issue credits or discounts.

CFPUA Assist Program

The Cape Fear Area is experiencing a surge in need for utility assistance. Some of our neighbors are faced with losing essential services like safe and reliable drinking water because of financial struggles. The Cape Fear Public Utility Authority (CFPUA) has teamed up with the United Way of the Cape Fear Area to help address these needs. For additional program information contact United Way at 910-798-3900 or dial 211.