

**Union County Water
Delinquent Utility Collections**

PO Box 38
Monroe, NC 28111-0038

T 704.283.3878



DOCUMENT DATE

OEL
-Page-##-0-ParentBatchID-ParentID-1
CustomerName1
Address1
Address2
Address3
City State ZipCode

Dear Customersname1:

If you are currently in an active bankruptcy case, this notice does not apply to you and we ask that you please call 704-296-4210 so that we can update our records.

This is a notice of debt owed to Union County. Our records indicate that there is a delinquent balance of TOTAL remaining on utility account # ACCTOCC with a service address of SERV_STREET_NO SERV_STREET, SERV_REGION. This account was closed on END_DATE and the final bill was mailed on LAST_BILL_DATE.

If the delinquent balance is not paid immediately, we will attempt to collect this bill through the procedures described in N.C.G.S. 105-367 and 105-368 as authorized under N.C. Session Law - 1981 Chapter 643. These procedures include the use of wage garnishments, bank attachments, levying on personal property, and third-party collections. Additional fees will accrue as a result of these actions and your credit score may be negatively impacted for seven (7) years.

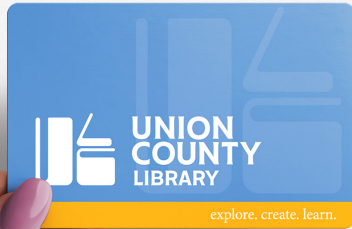
Additionally, as authorized under North Carolina General Statute Chapter 105-A (the Debt Setoff Collections Act), Union County intends to submit this debt to the North Carolina Department of Revenue for collection by applying the debt against any income tax refund or lottery winnings to which you may be entitled. Also, in accordance with the Act, a local collection assistance fee of \$20.00 will be added to this account once it is submitted to Debt Setoff. This fee is assessed and collected by the State of North Carolina and the Debt Setoff Clearing House.

You have a right to contest this action by filing a written request for a hearing with the assigned hearing officer. Your request must be filed no later than 30 days from the postmarked date of this letter. Failure to pay this bill in full or request a hearing within the 30 days will result in the setoff process being started against any future refund or lottery winnings to which you may be entitled.

Certified check or cash payments may be made at the Union County Tax Office, 1st Floor Government Center, 500 N. Main Street, Monroe, NC. Credit or debit card payments can be made by phone at (704) 292-2537. Visa and MasterCard are accepted. A credit card processing fee will apply.

If you have already submitted payment for this debt, please call to confirm that the payment has been received and posted to your account.

~~Union County Public Works~~ — Union County Water



Sign Up for a Free Library Card

Union County Library offers a vast collection of books, eBooks, eAudiobooks, movies, music, and more! Plus, programs and events for all ages.

Visit your nearest library location today to get started.

- Monroe Library
- Lois Morgan Edwards Memorial Library
- Union West Regional Library
- Waxhaw Branch Library
- **Coming Soon** | Southwest Regional Library

With approximately 19,000 square feet, the Southwest Regional Library will offer expanded collections, programs, and meeting spaces. There are an estimated 70,000 residents within 15 minutes of the location.



Visit | unioncountync.gov/library





Short on time?

If you need to:

- 💧 ask questions about your bill
- 💧 start or stop service
- 💧 change the mailing address, email, or phone number on your account



EMAIL
water@unioncountync.gov

Include your name, street address, and any questions you may have. A customer service representative will respond to assist you.

Need to make a payment?

Visit us online at ucgov.info/waterbill
or call our 24-hour automated payment system: **704.292.2537**



UNION COUNTY WATER

500 N. Main St. Suite 400
Monroe NC 28112-4730
unioncountync.gov/water

ACCOUNT NUMBER

CYCLE #

Add a space to allow separation/clear space between the logo and the address.

003

BY RD

VarAMTDUEORBAL

01/02/2015

01/01/2015

107.20

PLEASE PAY PAST DUE BALANCE WITHIN 10 DAYS OF

lose the www. prefix
add /water to URL to take users
directly to UCW website.

99.20

-135.42

107.20

LbIPastDueOrBal

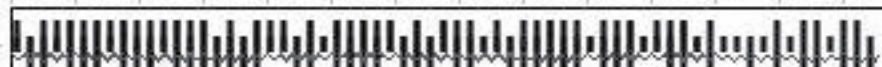
107.20

Current Charges

107.20

VarTptAmtDueOrBalLC

107.20



*****MIXED ADC *****

1V-01-EndV-VSeqNum-BatchID-ID-

Name1

Addr1

Addr2

Addr3

City NC 27713



24-HOUR BILL INQUIRY AND PAYMENTS: (704) 292-2537

Understanding Your Water Bill

An explanation for each section of your bill can be found by matching the numbered list below with the corresponding red numbers on the sample water bill to the right.

- 1 **Account Information** - General and legal information for tax year 2021 including due date, interest, fees, and enforcement for delinquent accounts
- 2 **Summary of Payments and Charges** - Bill information including property key, tax year and due dates
- 3 **Meter Reading Information** - Basic property characteristics
- 4 **Historical Usage** - Taxing jurisdictions where the property is located. The municipality will be included if the county collects taxes and fees on behalf of the municipality. Union County collects taxes and fees for: Fairview, Hemby Bridge, Marshville, Marvin, Mineral Springs, Stallings, Wesley Chapel, Wingate
- 5 **Details of Current Charges** - The Debt Budgetary Fund is the portion of the total County tax rate required to make debt payments on the County's long-term general debt. General Obligation Bonds account for the majority of the Debt Budgetary Fund. The bonds were voted on and approved by Union County residents between 2004 and 2018. In previous years this line item was listed on the tax bill as Approved Bond Tax Fund.
- 6 **Messages** - Tax rate per \$100 of value for each jurisdiction. Flat fees determined by municipalities are noted as 0.0000
- 7 Total amount owed to each jurisdiction
- 8 Break down of the services that make up the General Government Fund for the Fiscal Year 2022 (July 1, 2021-June 30, 2022)
- 9 Total amount owed for the 2021 tax year
- 10 Please return this payment coupon per the instructions outline



Union County Water
500 N. Main St., Suite 400, Monroe, NC 28112
T 704.296.4210



500 N. Main St. Suite 400
Monroe NC 28112-4730
unioncountync.gov/water



T1 P1 *****SINGLP
##-0001-##-5-55-55-5
RESIDENT NAME
1234 SOMEWHERE ST
UNION COUNTY, NC 28112

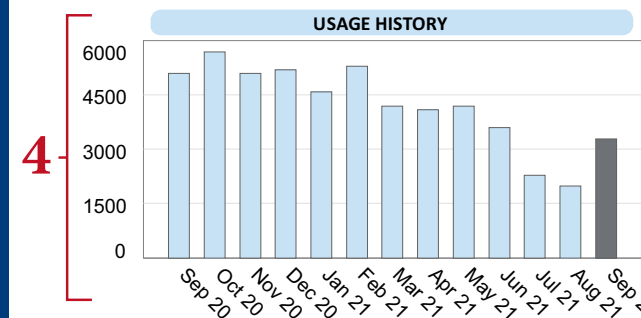


ACCOUNT NUMBER		CYCLE #
55555*55		06
SERVICE ADDRESS		
1234 SOMEWHERE ST		
BILL DATE	DUE DATE	AMOUNT DUE
09/10/2021	10/07/2021	\$79.26

FINAL BILL	
Previous Balance	\$56.60
Payment	\$0.00
Past Due Balance	\$56.60
Current Charges	\$22.66
Total Amount Due	\$79.26

24-HOUR BILL INQUIRY AND PAYMENTS: (704) 292-2537

METER NUMBER	READ DATE		BILLING DAYS	METER READINGS		MULTIPLIER	USAGE (GALLONS)
	PREVIOUS	PRESENT		PREVIOUS	PRESENT		
UC87654321	08/05/2021	09/07/2021	33	00162	00195	100	3300



BASE FACILITY CHARGES			
WATER BASE CHARGE			\$14.60
SEWER BASE CHARGE			\$17.90
GALLONAGE CHARGES			
	RATE/1000	GALLONS	
WATER - TIER 1	\$3.50	3000	\$10.50
WATER - TIER 2	\$4.80	300	\$1.44
SEWER	\$8.55	3300	\$28.22
TOTAL CURRENT USAGE CHARGES			\$72.66
MISCELLANEOUS CREDITS/CHARGES			
WATER DEPOSIT REFUND			-\$50.00
CURRENT CHARGES			\$22.66

MESSAGES
This is your final bill. If your payment will be received after the due date, please call Customer Service to obtain your balance which will include a late fee. Any unpaid balance is subject for collections.

Pay Bill Here:
ucgov.info/waterbill



6

PLEASE RETURN THIS PORTION WITH PAYMENT

FINAL BILL

RESIDENT NAME
1234 SOMEWHERE ST
UNION COUNTY, NC 28112

ACCOUNT NUMBER	55555*55
BILL DATE	09/10/2021
(PLEASE PAY WITHIN 10 DAYS OF BILL DATE TO AVOID DISCONNECTION)	\$56.60
CURRENT CHARGES	\$22.66
TOTAL AMOUNT DUE BY 10/07/2021	\$79.26

Amount Enclosed

\$

PLEASE WRITE ACCOUNT NUMBER ON CHECK
FOR CHANGE OF MAILING ADDRESS CHECK HERE
*SEE REVERSE

UNION COUNTY
PO BOX 580194
CHARLOTTE NC 28258-0194

00055000000555500005500000555000005555000050505000500555

Union County Water | Delinquent Utility Collections

PO Box 38

Monroe, NC 28111-0038

T 704.283.3878

unioncountync.gov



DOCUMENT DATE

[Recipient Name]
[Title]
[Company Name]
[Street Address]
[City, ST ZIP Code]

Dear [Recipient Name],

Lorem ipsum dolor sit amet, odio libero torquent nunc et nostrud, maecenas fusce cras pharetra eget nunc. Interdum nunc maecenas congue. Suspendisse sit. Arcu vel fermentum sodales, lorem ac arcu magna nullam, egestas orci, velit eros nunc proin dui, nunc erat ante quis tincidunt vel tellus. Nunc odio aliquam obortis tempus feugiat mauris, aliquam ante non purus a fames, mauris cum, enim turpis torquent in velit, etiam praesent varius in. Mollis lectus amet, aliquam nec a commodo, cras sed ante inceptos, in orci. Id iaculis urna inceptos enim urna, eget risus parturient integer nibh. Ut integer ipsum nibh risus. Volutpat quam feugiat dictumst laoreet neque, sed pellentesque risus lorem quis pellentesque.

Tortor fermentum pellentesque mauris suscipit malesuada, purus lacus molestie tellus, ante vivamus etiam id erat elementum, etiam facilisis sociis et cubilia nunc. Dui aptent enim ut elit sed etiam, nec eu integer, ut et pulvinar id ornare sollicitudin nunc. Posuere pulvinar wisi felis, amet non sit adipiscing, nullam sapien ipsum quis, mollis eu libero in adipiscing ultrices ut, a ut nonummy. Litora viverra nec qui vitae elit, fusce dui venenatis vitae quaerat. Scelerisque dictum purus ac arcu dictumst sollicitudin, lorem adipiscing neque magna orci wisi, augue tempus proin quis, ac dui et fusce justo porta. At nullam aenean vitae pellentesque, mauris vehicula dictum arcu et nisl. Turpis dapibus ullamcorper justo a in dignissim, sapien donec nullam, sollicitudin facilisis suspendisse lectus, praesent dolorem volutpat donec sollicitudin at, ligula ac viverra amet arcu et repellat.

Union County Water

Union County Water | Delinquent Utility Collections

PO Box 38
Monroe, NC 28111-0038

T 704.283.3878

unioncountync.gov

Attention customers!

Union County Public Works

is now **Union County Water!**

With our new name and new look, we'll continue to provide you with the same quality service and clean, safe water.

Changes to look for next month:

- updated website
- new water bill design
- new customer service email address

Your water bill payment methods will remain the same.



UNIONCOUNTY
WATER

Fee Updates effective Oct. 1 - ucgov.info/waterfees



500 N. Main St. Suite 400
 Monroe NC 28112-4730
 unioncountync.gov/water

ACCOUNT NUMBER		CYCLE #
55555*55		06
SERVICE ADDRESS		
1234 SOMEWHERE ST		
BILL DATE	DUE DATE	AMOUNT DUE
09/10/2021	10/07/2021	\$79.26

1



T1 P1 *****SNGLP
 ##-0001-##-5-55-55-5
 RESIDENT NAME
 1234 SOMEWHERE ST
 UNION COUNTY, NC 28112



2

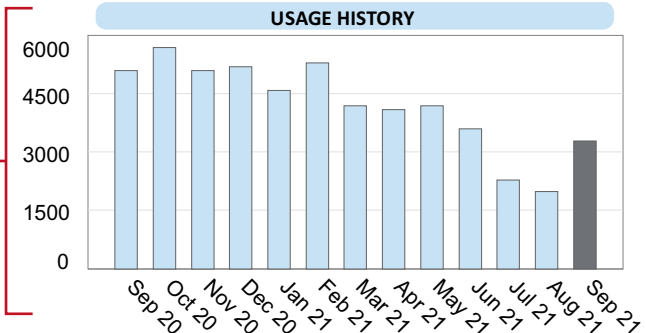
Previous Balance	\$56.60
Payment	\$0.00
Past Due Balance	\$56.60
Current Charges	\$22.66
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24-HOUR BILL INQUIRY AND PAYMENTS: (704) 292-2537

3

METER NUMBER	READ DATE		BILLING DAYS	METER READINGS		MULTIPLIER	USAGE (GALLONS)
	PREVIOUS	PRESENT		PREVIOUS	PRESENT		
UC87654321	08/05/2021	09/07/2021	33	00162	00195	100	3300

4



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Pay Bill Here: 
 ucgov.info/waterbill

6

PLEASE RETURN THIS PORTION WITH PAYMENT

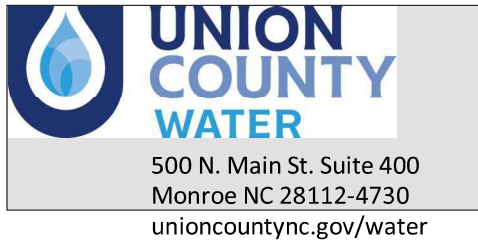
ACCOUNT NUMBER	55555*55
BILL DATE	09/10/2021
(PLEASE PAY WITHIN 10 DAYS OF BILL DATE TO AVOID DISCONNECTION)	\$56.60
CURRENT CHARGES	\$22.66
TOTAL AMOUNT DUE BY 10/07/2021	\$79.26

RESIDENT NAME
 1234 SOMEWHERE ST
 UNION COUNTY, NC 28112


Amount Enclosed \$

PLEASE WRITE ACCOUNT NUMBER ON CHECK
 FOR CHANGE OF MAILING ADDRESS CHECK HERE
 *SEE REVERSE


 UNION COUNTY
 PO BOX 580194
 CHARLOTTE NC 28258-0194



ACCOUNT NUMBER	CYCLE #
AccountNumber*OccupantCo	Cycle
SERVICE ADDRESS	
ServiceAddress	
BILL DATE	ACCOUNT BALANCE
BillDate	AmountDue



 OEL
 -Page-##-0-ParentBatchID-ParentID-1
 CUSTOMERNAME1
 Address1
 Address2
 Address3
 City State ZipCode

Previous Balance	PreviousBalance
Payment	Payments
Adjustments	MiscChargesCred
Balance Forward	BalanceForward
Current Charges	CurrentCharges
Account Balance	AmountDue

24-HOUR BILL INQUIRY AND PAYMENTS: (704) 292-2537

METER NUMBER	READ DATE		BILLING DAYS	METER READINGS		MULTIPLIER	USAGE (GALLONS)
	PREVIOUS	PRESENT		PREVIOUS	PRESENT		
MeterNumber	PreviousReadD	CurrentReadDa	Days	PreviousReadin	CurrentReadin	Multiplier	Usage

MESSAGES

Comment1 Comment2 Comment3 Comment4 Comment5
 Comment6 Comment7 Comment8 Comment9 Comment10
Pay Bill Here: 
<https://ipn.paymentus.com/cp/ucnc>

BASE FACILITY CHARGES			
ChargeDescription			ChargeAmount
GALLONAGE CHARGES		RATE/1000	GALLONS
ChargeDescription	Rate	Usage	ChargeAmount
TOTAL CURRENT USAGE CHARGES			TotalUsageCu
MISCELLANEOUS CREDITS/CHARGES			
ChargeDescription			ChargeAmount
CURRENT CHARGES			CurrentCharg
ADJUSTMENTS			
ChargeDescription			ChargeAmount


PLEASE RETURN THIS PORTION WITH PAYMENT

ACCOUNT NUMBER	AccountNumber
BILL DATE	BillDate
CURRENT CHARGES	CurrentCharges
ACCOUNT BALANCE	AmountDue

CUSTOMERNAME1
 Address1
 Address2
 Address3
 City State ZipCode

CREDIT BALANCE - DO NOT PAY

PLEASE WRITE ACCOUNT NUMBER ON CHECK
 FOR CHANGE OF MAILING ADDRESS CHECK HERE
 *SEE REVERSE


 UNION COUNTY
 PO BOX 580194
 CHARLOTTE NC 28258-0194

