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 Customername1:

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.

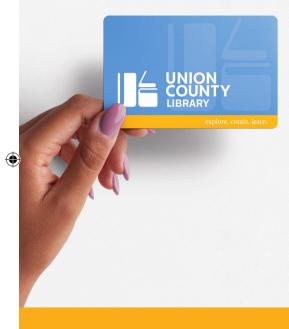
You have a right to contest this action by filing a written request for a hearing with the assigned hearing officer. Your request must be filed no later than 30 days from the postmarked date of this letter. Failure to pay this bill in full or request a hearing within the 30 days will result in the setoff 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



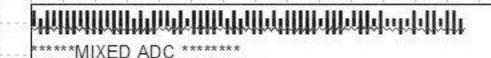
Include your name, street address, and any questions you may have. A customer service representative will respond to assist you.

Need to make a payment?

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



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



Name1

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

Addr2 Addr3

City NC 27713

ACCOUNT NUMBER

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

Var AMTDUE ORBAL

CYCLE #

003

01/02/2015 01/01/2015

107.20

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

VarTptAmtDueOrBalLC

99.20 -135.42

107.20 107.20

LbiPastDueOrBal Current Charges

107.20 107.20

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

Understanding Your Water Bill

An explaination 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.

- **Account Information -** General and legal information for tax year 2021 including due date, interest, fees, and enforcement for delinguent accounts
- **Summary of Payments and Charges Bill information including property** key, tax year and due dates
- 3 **Meter Reading Information -** Basic property characteristics
 - **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

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.

- **Messages -** Tax rate per \$100 of value for each jurisdiction. Flat fees determined by municipalities are noted as 0.0000
- Total amount owed to each jurisdiction

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- Break down of the services that make up the General Government Fund for the Fiscal Year 2022 (July 1, 2021-June 30, 2022)
- Total amount owed for the 2021 tax year
- Please return this payment coupon per the instructions outline





T 704.296.4210



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

addlaalldlaaaadallddaaaaddlaaddlaalllaad

##-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 10/07/2021 \$79.26 09/10/2021 **FINAL BILL**

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

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

3	NAETE	FD 411144DFD	READ DATE		BILLING METER R DAYS PREVIOUS	EADINGS		USAGE	
	METER NUMBER		PREVIOUS	PRESENT		PREVIOUS	PRESENT	MULTIPLIER	(GALLONS)
$ldsymbol{le}}}}}}}$	UC8	37654321	08/05/2021	09/07/2021	33	00162	00195	100	3300
			USAGE HISTORY		ВА	SE FACILITY CHARGES			1
	6000		WATER BASE CHARGE				\$14.60		



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

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

> Pay Bill Here: ucgov.info/waterbill

PLEASE RETURN THIS PORTION WITH PAYMENT

FINAL BILL

PLEASE WRITE ACCOUNT NUMBER ON CHECK

FOR CHANGE OF MAILING ADDRESS CHECK HERE \Box

RESIDENT NAME **1234 SOMEWHERE ST UNION COUNTY, NC 28112**

*SEE REVERSE

ACCOUNT NUMBER 55555*55 09/10/2021 **BILL DATE** (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

- | Մեհեկենգիկիկիկիկիկիկիկիկիկիկիկիկիկիկիկիկիկի **UNION COUNTY** PO BOX 580194 **CHARLOTTE NC 28258-0194**

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, maecenasfusce cras pharetra eget nunc. Interdum nunc maecenas congue. Suspendisse sit. Arcu vel fermentum sodales, lorem ac arcu magna nullam, egestas orci, velit erosnunc proin dui, nunc erat ante quis tincidunt vel tellus. Nunc odio aliquamobortis 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.

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Union County Water

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.





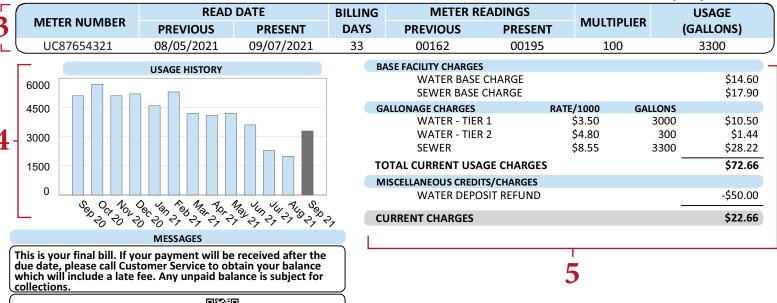
500 N. Main St. Suite 400 Monroe NC 28112-4730 unioncountync.gov/water

\Box	ACCOUNT	CYCLE #				
	55555	06				
		ESS				
1	1	1234 SOMEWHERE ST				
	BILL DATE	DUE DATE	AMOUNT DUE			
L	09/10/2021	\$79.26				

addlladddlaaaadallddaaaadlaaadallaadllaad

	Previous Balance	\$56.60
_	Payment	\$0.00
2 -	Past Due Balance	\$56.60
	Current Charges	\$22.66
	Total Amount Due	\$79.26

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



PLEASE RETURN THIS PORTION WITH PAYMENT

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

RESIDENT NAME 1234 SOMEWHERE ST UNION COUNTY, NC 28112

Pay Bill Here: ucgov.info/waterbill

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Amount Enclosed

\$

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



ACCOUNT	CYCLE #					
AccountNumbe	Cycle					
SERVICE ADDRESS						
	ServiceAddress					
BILL DATE	BILL DATE					
BillDate	AmountDue					

-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

AAFTED MUMADED	READ DATE		BILLING	METER READINGS		NALLI TIDI IED	USAGE
METER NUMBER	PREVIOUS	PRESENT	DAYS	PREVIOUS	PRESENT	MULTIPLIER	(GALLONS)
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	ChargeAmoun		
TOTAL CURRENT USAGE CHARG	TOTAL CURRENT USAGE CHARGES				
MISCELLANEOUS CREDITS/CHARGE	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

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

*SEE REVERSE

CREDIT BALANCE - DO NOT PAY

UNION COUNTY PO BOX 580194 **CHARLOTTE NC 28258-0194**

EMERGENCY CONTACT	Please call 704-296-4210 immediately to report a sewer backup or other utility-related EMERGENCY. On-call service is available 24-hours per day for emergency situations only. Water outages due to non-payment are generally not considered emergencies. Before reporting a water outage, please verify that your account has not been disconnected for non-payment. You can check your account balance and payment status online or by phone (see information below).							
	By Phone Check your balance, make a payment or verify payment status.		704-292-2537 (24-hour Payment Line)	E-check*, Credit/Debit Card*				
DS	By Mail Please include bill stub to ensure your payment is posted promptly.		PO Box 580194 Charlotte, NC 28258-0194	Check or Money Order				
딮	Online	UCPW Website	www.unioncountync.gov	E-check*, Credit/Debit Card*				
MET	Omme	Your Bank's Online Bill Pay Service	PO Box 38, Monroe, NC 28111	Electronic Payment*				
PAYMENT METHODS	Automatic Bank Draft	Download a form at www.unioncountync.gov	Request a form by calling 704-296-4210 (<i>M-F, 8 a.m 5 p.m.</i>)	Automated Electronic Payment				
РАУ	In Person	Union County Tax Collector's Office	Union County Government Center 500 N. Main Street, Monroe, NC 28112	Cash, Check, Money Order				
	iii erson	Drop Box	Silver box on curb of West Crowell St. (near Government Center)	Check or Money Order				
				*Processing fees may apply.				
CUSTOMER SERVICE	For general account inquiries, please contact Customer Service at: Union County Public Works Attn: Customer Service Fax: 704-296-4210 Customer Service Specialists are available Monroe, NC 28112 Monday through Friday, 8 a.m. to 5 p.m. www.unioncountync.gov							
PAYMENT TERMS	 Union County utility bills are due upon receipt. The Due Date shown on the bill applies only to the current charges and does not extend the time period for payment of any prior utility bill. A late fee will be applied to any unpaid balance not paid by the original Due Date. Account with a Past Due Balance are subject to immediate disconnection if payment is not posted to the account within 10 days from the Bill Date shown on the bill reflecting the past due amount. Disconnect processing fees and the total balance must be paid in cash, by credit/debit card or by money order prior to service being restored. A fee will be charged in accordance with North Carolina G.S. 25-3-506 for any non-cash payment returned or rejected by the bank for any reason, including but not limited to, insufficient funds, stopped payment or invalid account. Additionally, the payment transaction originally posted to the account will be voided which may result in late payment penalties, disconnected service and/or other related fees. All rates and fees are subject to change at the discretion of the Union County Board of County Commissioners. NO NOTICE WILL BE SENT PRIOR TO DISCONNECTION. UNION COUNTY IS NOT RESPONSIBLE FOR MISDIRECTED MAIL OR DELAYS DUE TO POSTAL PROBLEMS. 							

PLEASE UPDATE YOUR PERSONAL DATA SO THAT WE MAY BETTER SERVE YOU! IMPORTANT: Place a check mark in the box on the reverse side of this stub.

Mailing Address:

Home Phone:

Business Phone:

Cell Phone:

Email Address:

Comments:

I am interested in receiving more information about:

Receiving my bill electronically. (Please include email address above.)

 \square Receiving text notifications regarding my bill and/or status of my account.