

Mayor – Timothy B. Hagler
Mayor Pro-Tem – Rick Russo
Councilman Chad Baucom
Councilman Phil Cowherd



Councilman David Isaacs
Councilman Brian Leepard
Councilman Jeff Phillips
Councilman Steve Sciascia

January 17, 2012

Dear Future Customer,

This letter is being sent to the following neighborhoods to inform current Utilities Incorporated (previously Carolina Water Service) customers that effective February 1, 2012 the Town of Harrisburg will begin providing those services:

- Cabarrus Woods - Water and Wastewater
- Bradford Park – Water and Wastewater
- Britley - Water and Wastewater
- Brookdale – Wastewater Only
- Steeplechase – Wastewater Only

All customers will receive their final bills from Utilities Incorporated in February and customers are obligated to pay for service they received. Utilities Incorporated will reserve the right to suspend service until the final bill is paid. The Town of Harrisburg will begin the process of replacing meters in February and will start billing all customers in March.

Residential water and wastewater customers that reside outside of the Town Limits of Harrisburg are billed at the following rates:

<i>Water:</i>	0 – 2,000 gallons	\$10.99 flat fee for up to 2,000 gallons
	2,001 gallons and above	\$7.27 per additional 1,000 gallons
<i>Wastewater:</i>	0 – 2,000 gallons	\$9.06 flat fee for up to 2,000 gallons
	2,001 – 12,000 gallons*	\$7.41 per additional 1,000 gallons
<i>Wastewater Only:</i>	\$38.68 flat fee	

* Residential sewer charges cap at 12,000 gallons

Average water consumption is 5,000 gallons per month per residential customer. Based on that consumption the average customer's bill for an average month would be \$32.80 for water and \$31.29 for wastewater for a combined total of \$64.09. More information on rates and billing is available on the Town's website, www.harrisburgnc.org.

Please fill out the enclosed Service Application and return to Town Hall within 30 days of the date of this letter. If you choose the Direct Draft payment option please return the Direct Draft application as well and a onetime \$15 credit will be applied to your account.

While the Town does not anticipate any issues during this transfer, we are always very concerned about your satisfaction and strive to provide you with prompt and courteous service. Should you experience any issues with your water and/or wastewater service, please do not hesitate to contact us immediately. The following telephone numbers and email addresses can assist you in accessing the Town's staff:

Customer Service	(704) 455-5614	customerservice@harrisburgnc.org
After-hours Assistance	(704) 784-6029	n/a

We appreciate your patience and understanding. For more information, please feel free to contact Todd Taylor, Public Works Director, via telephone at (704) 455-4719 or via email at ttaylor@harrisburgnc.org.