Utility Ordinance Checklist

For NC Local Government Water and Wastewater Utilities

# General Provisions

* ☐ Title and purpose of ordinance
* ☐ Legal authority for adoption (G.S. 160A, 153A, 162A, or charter)
* ☐ Service area definition (jurisdictional and extraterritorial, if applicable)
* ☐ Definitions of key terms (e.g., customer, service connection, tap, availability)

# Service Connection Policies

* ☐ Application process for new service
* ☐ Ownership and maintenance responsibilities
* ☐ Tap and meter installation requirements
* ☐ Policies for service availability and capacity allocation
* ☐ Timing and expiration of availability or capacity commitments

# System Development Fees (SDFs)

* ☐ Authority to impose SDFs and method used (G.S. 162A Article 8)
* ☐ Triggers for assessment (plat approval, building permit, connection)
* ☐ Fee schedule or reference to adopted fee document
* ☐ Refund policies for unused service or overpayment

# Rates and Billing

* ☐ Rate setting authority and reference to adopted rate schedule
* ☐ Billing frequency and methods
* ☐ Proration policies for partial months
* ☐ Late fees, penalties, and interest
* ☐ Leak adjustments or hardship policies (if applicable)

# Delinquent Accounts and Collections

* ☐ Disconnection and reconnection policies
* ☐ Collections procedures and remedies (lien, tax levy, small claims, etc.)
* ☐ Policies related to tenants and landlords
* ☐ Treatment of unpaid balances after customer death
* ☐ Prohibition on establishing new service for customers with delinquent accounts
* ☐ Authority to merge accounts or apply credits/debts across properties or accounts under common ownership or control

# Account Establishment and Termination

* ☐ ID and documentation requirements
* ☐ Service contract terms
* ☐ Security deposit rules
* ☐ Account transfer or re-establishment requirements
* ☐ Affidavits of heirship or estate handling

# Customer Conduct and Use of Services

* ☐ Prohibited discharges (wastewater)
* ☐ Backflow prevention and cross-connection control
* ☐ Water conservation or drought response measures
* ☐ Meter tampering, unauthorized connections, or theft of service

# Utility Authority and Enforcement

* ☐ Right of access to property for inspection and maintenance
* ☐ Enforcement mechanisms and penalties for violations
* ☐ Appeal or grievance procedures
* ☐ Emergency powers and service interruption authority

# Administrative Provisions

* ☐ Delegation of administrative duties to staff
* ☐ Amendments and effective date
* ☐ Severability clause
* ☐ Coordination with other local codes (zoning, stormwater, septic, etc.)