



Public Works Department
POB 279, 10 Main Street
Summerton, SC 29148
www.summertonwater.com
Phone: 803-485-2525 Fax: 803-485-2914

The Town of Summerton Public Works Department
welcomes you to our service.
Please take time to read the following important information.

OFFICE LOCATION AND HOURS

Our office is located at Town Hall, 10 Main Street. Office hours are 9:00 a.m. to 5:00 p.m. – Monday through Friday. If you have an emergency after hours, please call our Public Works Department at 803-460-2025. Town staff will be dispatched to assist you. For more information, visit our website at www.summertonwater.com.

BILLING AND PAYMENTS

Your water and sewer service is provided on a credit basis; that is, you must live at the service address for at least 15 days before you can be billed. Our meters are read manually and electronically. Our meter reading cycle starts on or about the 14th day of each month. It usually takes around two days to read all of the meters in our system. The day of the month your meter is read, depends on where you live. Your meter should be read at approximately the same time each month, but this is not guaranteed. Your water and sewer charges are based on your meter readings. If you would like a copy of our rates, please contact our office or visit our website at www.summertonwater.com.

We bill once a month. Our bills are mailed out before the end of each month. Payments may be made at our office located at 10 Main Street. You may also mail your payment to us at PO Box 279, Summerton, SC 29148. For your convenience, we have a drop box located by the front door to Town Hall. You may also make your payment by debit or credit cards (Visa or MasterCard). You may pay by debit or credit card in our office or online (www.summertonwater.com). Bank draft is also available. You can pick up a form at our office. Please return the completed form to our office along with a voided check. You will continue to receive a statement each month. Your bill amount will be drafted from your account by the 15th of each month.

The Town of Summerton is not responsible for mail delivery. If you do not receive your bill by the 5th of the month, you can contact our office (803-485-2525) and one of our clerks will be glad to give you your bill information. **Bills are delinquent after 5:00 pm on the 15th of each month, a late fee of \$5.00 will be added after that date. Water will be disconnected after 5:00 pm on the 20th of the month. Accounts on the disconnect list whether turned off or not will be charged a \$25.00 reconnection fee. The entire balance must be paid before service can be restored.**

DISCONNECTION OR TRANSFER OF SERVICE

When you move from the location where you have water service, it is your responsibility to contact our office to request disconnection or transfer of your service. Until we are notified, you will remain responsible for any water usage at the location. If you are moving from one address to a different address, you will need to come by our office. You will need to pay any outstanding balance on your current account. Since we stay one month behind in billing, you will receive at least one more bill from the location you are moving from. Please bring your rental agreement or proof of ownership for the location you are moving to. For same day connection at the new address, please come in before 4:00 pm.

ADJUSTMENTS

If you notice your bill is higher than normal, please check around your house to see if you have a leak. If you rent, please contact the property owner. If a leak is found, you may be eligible for an adjustment on your account. You will need to fill out the adjustment request form available at Town Hall. Please bring this information by our office before the 25th of the month. According to Town policy you are eligible for one leak adjustment for a two consecutive billing months leak instance during any twelve (12) month period. If you don't find a leak, please contact our office and we will be glad to have someone check your meter to be sure the reading is correct. Please contact our office for further information.

METER TAMPERING

South Carolina law prohibits tampering with electric, gas, or water meters in order to benefit from the appearance of reduced usage. The law provides for fines of up to \$500 and 30 days in jail for a first offense of tampering. The Summerton Public Works prosecutes customers who break locks or otherwise tamper with meters.

GARBAGE

We provide garbage service for our customers in and out of the town limits (service area A & B only). You will be billed monthly for this charge. Your garbage charge is included on your bill along with water and sewer charges. Trash carts should be placed at curbside no earlier than 7:00 PM on the evening prior to the designated collection day and should be removed from the curbside by 7:00 PM on such designated collection day. Check our website for pick up schedule for holidays at www.summertonwater.com. Containers should be stored at the side or back of your house when not at curbside for collection. Please do not place any electronic waste such as televisions, computers, monitors, fluorescent light bulbs and ballast in the trash carts. Electronic waste must be taken to an approved site such as the counties drop-off sites. Please do not use your trash cart for yard debris. Please place yard debris on your curb and it will be picked up on Thursdays. Please wash your cart out monthly. Thank you for helping keep our Town clean. If you have any questions concerning trash carts, please contact our Public Works Department at 803-485-2525.

Please feel free to contact our office with any questions you may have. Our staff will be glad to assist you in a timely manner.
