

**Town of Sims**  
**6501 US Hwy 264 Alt/ PO Box 161**  
**Sims, NC 27880**  
**Phone (252) 237-4226**  
[info@townofsimsnc.com](mailto:info@townofsimsnc.com)

**Welcome to Sims!** In Sims we provide sewer, water, trash, yard waste and recycling pickup to citizens inside corporate limits. Water and sewer are available to citizens outside corporate limits that already have an existing meter. The town now operates on a computerized billing system and all customers are required to complete and keep an updated customer information sheet for us to maintain accurate records.

**Helpful information is provided below:**

- Trash, yard waste and recycling containers are picked up every Thursday by A+ Disposal. Pick-up times vary so please put containers out Wednesday evening. A+ Disposal charges per trash can, so anyone needing an extra trash can will be charged an extra fee monthly. Please contact Town Hall to order an extra bin.
- A \$125.00 (homeowners)/ \$250 (renters) deposit is required by all new customers before service is started, along with a completed application, signed information sheet, and a copy of a driver's license/ photo ID. Renters will also need to submit a copy of their rental agreement.
- A 10% late fee or \$5.00 (whichever is greater) is incurred if bills are not paid by the 28<sup>th</sup> of the month. [Accounts not paid by the 15<sup>th</sup> of the next month will be disconnected.]
- A reconnection fee of \$50.00 will be charged if service is interrupted due to nonpayment. This amount will be added to the due amount and will need to be paid before service is restored. Reconnection will occur within 24 hours of payment and may occur the next business day.
- A \$15 fee to turn water on/off (other than non-payment) will be charged for each visit and applied to the next water bill.
- Bill adjustments may be requested due to a leak (customer side) only once per year. A copy of the bill for repairs must be submitted to the Town of Sims along with an explanation for the request before an adjustment will be considered.
- In the event of a leak, water will be shut off 10 business days from the time the leak is detected until repairs are made. Extenuating circumstances may require immediate shut off.
- There is a \$35.00 return check fee, and after two returned checks, we will no longer accept a check as payment for one year from date of first returned check. Tampering with meters, water/sewer/ fire hydrant services is a crime and the town imposes an escalating fee, should this occur. First offense is \$500, second offense is \$1000 and third offense is \$1500. Prosecution may also occur.
- Radio-read meters are used to record consumption for billing purposes. These meters require a transmitter to stick out of the top of the water meter box lid. If damaged, the water account customer is responsible for the cost of replacement/ repair and labor at \$230 per repair/replacement.
- Bills may be paid at Town Hall in the following ways: directly to the staff through the drive through window or inside during business hours (posted on front door), dropped in the drop box to the left of the office front door or to the bottom right of the drive through window, mailed to the address provided on the bill, or online at [www.townofsimsnc.com](http://www.townofsimsnc.com).
- You are responsible for the water/sewer and trash services bill beginning at the time of move-in or when notice is received for utility cut-on (whichever is earlier) until you notify Town Hall of your vacancy of the property or the date of vacancy, whichever is later. Contact Town Hall at least a week prior to move-in/move-out to make necessary arrangements.
- The town website is: [www.townofsimsnc.com](http://www.townofsimsnc.com) and our Facebook page can be found by searching for @townofsimsnc and locating the government page. We use the Facebook page for outgoing information only.

By signing this form, you agree to the terms and services that have been set in order for the town to provide you with services.

**Customer Signature:**\_\_\_\_\_ **Date:**\_\_\_\_\_