

Utilities Fact Sheet

Frequently Asked Questions

The Town of Stanley does not operate a water or waste treatment plant. We purchase water from the City of Mount Holly and purchase sewer services from Two-Rivers Utilities. Like many communities the size of Stanley, it is very expensive to operate smaller plants and systems. When Stanley entered into an agreement with Mount Holly many years ago, Mount Holly set a very high rate in which it charged Stanley for water. Over the years costs have increased and both providers to Stanley have increased rates even more. Just in the past five years we have seen an increase of over 17% from Two-Rivers Utilities and another 12% to 15% increase from Mount Holly. The water rates that we charge you as a customer have not been increased in over 15 years.

1. How are water rates calculated and implemented?

The State of North Carolina requires a town to operate a water and sewer fund separate from our general fund. The rates must be set at a number high enough to not only cover the cost of the water we purchase from Mount Holly; it must also cover the cost of maintaining our entire distribution and collection systems.

2. Why is the Town of Stanley increasing water/sewer rates?

The Town of Stanley has not adjusted rates in over fifteen years. Since that time, increases from our providers have totaled more than 25%. The cost of operating these systems have only increased. We have an aging system that needs major improvements and repairs. The rates must be increased to cover these costs.

3. How will the increases impact my monthly water/sewer bill?

The rate increase of 10% for residential customers will result in a total of \$70.19 annually on the **average water bill**. That is equal to \$5.84 more per month on the average water bill.

4. What is the Town doing to increase overall efficiency in the water distribution system?

This year the town council approved installation of new “Advanced Metering Infrastructure”(AMI). The new system will include the installation of radio read water meters at all residential and most commercial locations. Crews will be continuing this process during May, June, and July. If you reside in Arbordale, radio read meters have already been installed.

This new technology will reduce man hours because all meter readings will now be automated and uploaded from your meter to our billing system once a month. Our public works employees will no longer be required to visit every meter and manually write the readings down. Our water department employees at town hall will no longer be required to enter these readings manually. The advanced software will do this automatically.

5. Can this new technology detect a leak at your home?

Yes, this new technology will detect a leak that is occurring at your home and notify our staff. Each morning, water billing staff will attempt to make contact with you to inform you of the leak.

6. Are you enrolled in our software system “My Gov Hub”?

If you are not already enrolled in “My Gov Hub”, we encourage you to do so. There are times when the United States Postal Service delays the prompt delivery of water bills. With “My Gov Hub” you can login anytime and see your water bill, along with due dates, etc. Remember, the Town follows the same schedule every month. Penalties and cut offs always follow the same monthly schedule. Go to www.townofstanley.org and click on “pay my water bill” to sign up.

7. What options do I have to pay my water bill?

1. My Gov Hub
2. Pay by Phone by calling (704) 800-3685
3. Mail
4. ACH Draft from your checking account
(You don’t have to worry about paying your bill on time)
5. Drop Box payment at Town Hall (24-hours)

8. Are you signed up for our emergency “Blackboard Connect” system?

Should there be a water emergency, water boil advisory, or events that require immediate notification to our customers, Blackboard Connect notifies you by home phone, cell phone, or text message. It is very important that you provide updated information to us so we can keep these numbers current in our system. You can sign up today by going to our website at www.townofstanley.org and clicking on the link to register.

9. What is the charge for solid waste removal on my utility bill?

Your monthly utility bill includes a monthly charge for solid waste disposal. Prior to 2020, recyclables were collected and dumped at a facility in Charlotte that operated a recycling facility at no cost. The Town is now being charged \$90.00 a ton. This will increase our cost to approximately \$21.00 per month. That would increase what you are now being charged from \$14.00 to \$21.00. This is due to the fees at the landfill and an increase in what our contractor charges us per month. Due to these increases the Town Council has elected to stop curbside recycling. Many other communities have done the same. You can still recycle, but you will be required to take the recyclables to the Gaston County Landfill. We will no longer pick up recyclables. The new fee effective July 1, 2022 will be \$16.00 per customer, per month. We will continue recyable service until August 1, 2022. The contractor will collect the recycable cans. **Please contact the Town of Stanley as soon as possible if you would like to have an additional can for trash. You will be charged an additonal \$16.00 per month for that can.**

10. We encourage you to visit our website and sign up for notifications via email or text.

Go to our website at www.townofstanley.org and click on notifications. There you can choose what types of notifications you wish to receive via text or email.

PLEASE COMPLETE ANY ADDRESS OR TELEPHONE CORRECTIONS BELOW

Mailing Address

Home Phone

City/State/Zip

Cell Phone

Email

Additional Authorized Contact Person