

**Finance Department
Newly Annexed Customer Information**

Taxes:

You may be asking: *“When will I receive a tax bill?”*

Property taxes are billed annually in September and cover the period beginning July of the same year to June of the following year. Valuation is based on the value as of January 1 of the year billed. The current tax rate within the City of Rocky Mount is .58 cent per \$100 valuation (the property values are determined by Edgecombe and Nash Counties). Tax bills must be paid no later than January 6, 2009, to avoid a late charge penalty of 2% (an additional 3/4% each month thereafter).

Utilities:

You may be asking: *“How do I set up my residential utility account?”*

Since you're a new customer to Rocky Mount, our staff in the Utilities Business Office wants to help make the transition as smooth as possible. We are suppliers of electricity, natural gas, water, sewer, and refuse services, but not all areas of the community have all of our services. We can help you determine the services available at the location where you live, but if you already know what services you need, you may be able to submit your application via the Internet (www.rockymountnc.gov).**

***A deposit (cash, letter of credit or cosigner) may be required in order to open a residential utility account. A customer service representative will be glad to assist you with any deposit requirement questions.*

For your convenience, we offer an automatic bank draft payment method. A customer service representative will be happy to assist you with signing up for this easy payment option.

You may be asking: *“What if I am currently a utility customer?”*

You do not need to contact us. We will reduce your water and/or sewer rates to the lower inside city customer rate automatically. In addition to your current service(s), the City will begin providing trash pick up at your residence for \$9.75 per month. This refuse service will include once a week pickup of your rollout cart as well as pickup of the recyclable items you place in your recycle bin. We will also provide pickup of yard waste and large debris, and for approved items that need special pickup you can call our Environmental Services Office to schedule them in advance for pickup. In addition to the refuse charge which will appear on your monthly utility statement, you will also be billed a residential stormwater charge of \$3.75 per month. This federally mandated charge provides funding for the City to proactively deal with problem drainage areas to help reduce flooding and standing water throughout the City.

You may be asking: *“What if I am a new utility customer?”*

In order to establish your account information, please contact a Customer Service Representative at 252-972-1250. If you own the property that is annexed, but have a tenant at the location, please provide the tenant with this information if you will not be responsible for payment of the utility service.

If you would like more information about the utility services we offer you can contact a Customer Service Representative at 252-972-1250 Monday through Thursday, 8:30 a.m. until 7:00 p.m. and on Friday from 8:30 a.m. until 5:00 p.m. or you may visit the Business Office personally until 5:00 p.m. Monday – Friday. The Business Office is located at 331 S. Franklin Street, Rocky Mount, NC 27801.

You may be asking: *“How do I set up my business utility account?”*

If you are a business in Rocky Mount, we are glad to have you join our business community. We are suppliers of electricity, natural gas, water, sewer, and refuse services, but not all areas of the community have all of our services. We can help you determine the services available at your business location.

In order to assist you in getting your utilities turned on, we would like to give you some basic information to help you get started. Before your utility services are connected, you will need to have Certificate of Occupancy (CO) from our Inspections Office. If a Certificate of Occupancy has not been issued, you will need to request a conditional CO for utilities. Once you have the CO, you will need to see a Customer Service Representative who will determine the amount of the utility deposit. Your deposit amount is based on two months of estimated usage. We offer three options for payment of commercial deposits: cash, irrevocable letter of credit, or surety bond. Unfortunately, we are currently unable to accept your application for commercial utilities via e-mail, fax or Internet, but we will be glad to assist you in getting the application process started.

If you would like to get more information about the utility services for your business location, you can contact a Customer Service Representative at 252-972-1250 Monday through Thursday, 8:30 a.m. until 7:00 p.m. and on Friday from 8:30 a.m. until 5:00 p.m. If you need more information about the Inspections Services you will need to access our Inspections Services Internet site or contact the Inspections office at 252-972-1110.

Privilege (Business License) – Unless specifically exempt by NC General statutes, the City of Rocky Mount requires a privilege (business) license for anyone who maintains a business within the City limits or solicits business within the City limits. Contact our Inspections office at 252-972-1110 to start the business license process. Once the initial application is complete, you will automatically receive a renewal invoice each year thereafter.