



Verify Your Service Address

Contact us at 910-692-2206 or ub@southernpines.net so we may confirm that your location is part of our service district. Please note, if you have an existing account with an unpaid bill, that balance must be paid in full before we can set up new service in another location.



Apply for Service

- Complete the fillable application at sopinesnc.info/Billing and e-mail to ub@southernpines.net.
- Stop by our office at 180 SW Broad Street to apply in person.
- **IMPORTANT:** The requested “start service date” must be a business day. Please allow at least 24 hours to process your application. We do not connect service on weekends or holidays.



Government ID

The applicant must submit a copy of his/her government-issued ID.



Renting?

We will need a copy of your signed rental application and a deposit to process your application. Call or e-mail us to confirm the deposit amount and options for making this payment.



Turning Your Meter On

Our technician will turn on your meter during business hours. You do not need to be present for this. If the technician finds that the meter indicates water is flowing inside the home or business, the meter will not be turned on. This is a safety precaution to prevent flooding.



Online Account Management

Make online payments, set up auto-pay and paperless billing, and view bills and usage history. Sign up at sopinesnc.info/billpay. You will need your full account number as well as the first and last name of the account owner. Your first bill will include a one-time connection fee of \$15.



We're Here to Help!

Please contact us at ub@southernpines.net or 910-692-2206 for assistance. Our business hours are Monday through Friday, 8:30am – 5:00pm.

Town of Southern Pines
Utility Billing Department
180 SW Broad Street

www.southernpines.net
910-692-2206
After Hours: 910-692-1627

We take pride in working for the Town of Southern Pines and serving our citizens. It is an honor to help make our community a better place. It's the



Southern
Pines Way

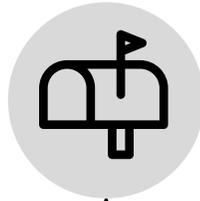


easy options to pay your Town of Southern Pines bill



ONLINE

Set up auto payments or make one-time payments as a guest at bit.ly/pay_tosp



MAIL

Return the bottom portion of the bill along with check or money order (no cash) to:
Town of Southern Pines
P.O. Box 600
Southern Pines, NC 28388



PHONE

Pay by phone at 1-800-272-9829. Enter jurisdiction code 4395. ACI charges a nominal fee for this service.



IN PERSON

We're open Monday through Friday, 8:30a to 5p. Our building is next to the Post Office at 180 SW Broad Street.



BANK DRAFT

Please contact our department to set up payments via auto draft.



SECURE DROP BOX

One box is at our front door. Or, stay in your vehicle and use the box behind our building, on the left before the post office boxes. Include the bottom portion of the bill along with check or money order (no cash).



This bill is due and payable upon receipt. It will become delinquent after the 10th of the month and a \$6.00 penalty will then be added. If this bill shows a past due amount, pay immediately. No second notice will be sent.



Beginning July 1, 2024 all credit card payments will incur a 4% convenience fee.



If payment is not received by the 25th of the month, service may be disconnected and a reconnection fee of \$20.00 will be charged whether the water is cut off or not. To have your service restored:

- Delinquent fees and outstanding balance must be paid in full.
- Payments received before 4pm will be connected on the same day. Payments received after 4pm will be reconnected the next business day.
- If your service has been disconnected due to non-payment, please contact Utility Billing at (910) 692-2206 with payment confirmation so that your service can be restored.



Writing a check or money order? Make it payable to Town of Southern Pines and include your account number. There is a fee if your check or bank draft is returned.



The Town of Southern Pines is not responsible for failure of the U.S. Postal Service to deliver bills in a timely manner and customers must make an on-time payment. Please contact us if you have not received your bill by the 24th of the month.



If you believe there is an error on your bill, please contact us immediately. If we are unable to resolve your concern, you have the right for a hearing with the Town's Finance Director.

State and local laws prohibit tampering with water service or Town of Southern Pines equipment.

Online Manage your account at Civic Pay:
bit.ly/pay_tosp



We have a new online system for managing your account. Make online payments, set up auto-pay and paperless billing, and view bills and usage history. Sign up at bit.ly/pay_tosp. First time users will need a recent bill to enter the complete account number, first name, last name & email address. If you have questions or need help with this system, please call 910-692-2206 or e-mail ub@southernpines.net.



Application for Residential Utilities Services

Requested Start Date (must be a business day):

Resident First Name:

Last Name:

Social Security Number*

Government ID #*

**We are required to verify your Social Security Number and government-issued ID before connecting your service. You may leave these items blank on this form and verify them separately by coming into the Utility Billing office or e-mailing photos of these documents to ub@southernpines.net*

State of Issue:

Service Address:

Mailing Address (if different):

Contact Phone Number:

Email Address:

Property Owner (if different):

Owner Phone:

Garbage, yard waste, water, and sewer (if applicable) will be automatically set up once your application is approved. Opt into additional services, if desired, by making your selections below:

RECYCLING SUBSCRIPTION: Curbside recycling is voluntary in Southern Pines. Residents may opt to throw recyclables into their garbage cart or take it to a Moore County convenience site. Note, for the safety of our haulers, recycling will only be collected in the 95-gallon recycling cart(s) provided by the Town. Subscribers may not use their own carts or cans.

1 RECYCLING CART COLLECTED EVERY 2 WEEKS | \$10 per month

A 95-gallon recycling cart will be provided at no charge for subscribing to this service.

2 RECYCLING CARTS COLLECTED EVERY 2 WEEKS | \$10 per month

The second cart is a one-time fee of \$75, which will be added to your first bill. The recycling subscription is \$10 per month, whether you have 1 or 2 carts.

NO CURBSIDE RECYCLING | \$0

2ND GARBAGE CAN: Each customer is provided with a free 95-gallon garbage cart provided by the Town, which is collected every other week. Customers may opt-in to have a second can collected. Note, for the safety of our haulers, garbage will only be collected in the 95-gallon cart(s) provided by the Town. Residents may not use their own carts or cans.

1 GARBAGE CART COLLECTED EVERY WEEK | INCLUDED

2 GARBAGE CARTS COLLECTED EVERY WEEK | \$6 per month

The second cart is a one-time fee of \$75, which will be added to your first bill. A monthly fee of \$6 will be added to your bill to cover the collection & disposal costs of the 2nd cart.

IRRIGATION/YARD METER: The Town can install a separate yard meter for an additional charge that is for your irrigation and outdoor watering. With this meter, you are only billed for actual water usage and not sewer.

YES - EXISTING METER. I have an existing yard meter that is already installed at my residence which I would like to use.

YES - QUOTE FOR NEW METER. I do not have an existing meter and would like to get a quote for having the Town install one. *To receive a non-binding, free quote, please complete the application for a New Meter at sopinesnc.info/UB*

REMOVE EXISTING METER. I have an existing yard meter at my residence that I do not wish to use. Please disconnect and remove this meter.

NO METER. I do not have an existing yard meter at my residence and am not interested in one at this time.

SUBSCRIBER ACKNOWLEDGEMENT: *By signing below and submitting this application, I am requesting that the Town of Southern Pines provide utility services to my residence. I understand that if I have selected voluntary subscriptions or services, my monthly bill will reflect these additional charges.*

I understand that I will be billed a flat rate for garbage and yard waste (as well as optional recycling services or additional carts). My billing fee will not be pro-rated, regardless of when I begin or end these services. If I have signed up for a second garbage and/or recycling cart, I understand that there is a one-time fee of \$75 per cart and that this will be added to my next utility bill.

I acknowledge that I am responsible for all system maintenance after the water meter and sewer lines on my property in addition to clearing any sanitary sewer service obstructions between the residence and the main line unless they are caused by tree roots or broken / leaking piping in the public right-of-way. If I have any obstructions or other water/sewer failures, I understand that I need to call the Town first in order to determine responsibility and possibly alleviate unnecessary plumbing costs. If the Town provides services for work which is determined to be my responsibility, I understand that at I will be billed for these services.

I acknowledge that if I am not physically present at my residence during the service connection and the meter continues to turn (showing usage), the water will be turned back off. This is to prevent any property damage from leaking fixtures or pipes.

RESIDENT SIGNATURE:

DATE:

OPTIONS FOR SUBMITTING FORM

[click here to e-mail](#) or e-mail as attachment to ub@southernpines.net

Mail to: Town of Southern Pines Utility Billing | P.O. Box 600 | Southern Pines, NC 28388

Drop off: Southern Pines Utility Billing office | 180 SW Broad St. (next to the Post Office)

FOR TOWN USE ONLY Account #

Work Order#

Work Order #

We're here to help! ub@southernpines.net | 910.692.2206