



Utility Billing Office
 180 SW Broad St
 Southern Pines, NC 28387
 Ph: 910-692-2206
 Fax: 910-692-1652

Application for Water and Sewer Service

Print Form Only

Applicant's Name

Effective Date _____

Last Name _____ First Name _____

Social Security Number _____ Drivers License Number _____

Service Address

Mailing Address

City _____ State _____ Zip Code _____

Phone # Cell _____ Other _____ Email _____

Property Owner's Name

Last Name _____ First Name _____

Applicant's Signature

Date _____

**** The customer is responsible for all system maintenance after the water meter and sewer lines on their property. They are also responsible for clearing any sanitary sewer service obstructions from the residence to the main line unless they are caused by tree roots or broken / leaking piping in the public right-of-way. **Please call the Town first so that we may determine responsibility and possibly alleviate unnecessary plumbing costs.** Town services rendered at customer responsibilities will be billed to the customer. During service connection, if the customer is not present 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 piping. ****

OFFICE USE ONLY

New Account # _____ Old Account # _____ Rt & Seq _____

PLEASE MAKE CHECK PAYABLE TO: TOWN OF SOUTHERN PINES

Town of Southern Pines

180 S.W. Broad Street

P.O. Box 600

Southern Pines, N.C. 28388-0600

Business Hours (910) 692-2206 After Business Hours (910) 692-1627

PLEASE INCLUDE YOUR ACCOUNT NUMBER ON CHECK OR MONEY ORDER

IT WILL BECOME DELINQUENT AFTER THE 10TH OF THE MONTH AT WHICH TIME A \$6.00 PENALTY WILL BE ADDED. IF PAYMENT IS NOT MADE BY THE 25TH OF THE MONTH, SERVICE MAY BE DISCONTINUED AND A RECONNECTION FEE OF \$20.00 WILL BE CHARGED WHETHER THE WATER IS CUT OFF OR NOT. **DELINQUENT FEES AND ALL BILLS DUE AT THIS TIME MUST BE PAID BEFORE RECONNECTION IS MADE. NO RECONNECTION WILL BE MADE AFTER 4:00 P.M. PAYMENTS RECEIVED AFTER 4:00 P.M. WILL BE RECONNECTED THE NEXT BUSINESS DAY.** YOU MAY PAY YOUR BILL ANY OF SIX WAYS:

1. **BY BANK DRAFT** – COMPLETE THE LOWER PORTION OF THIS PAGE, ATTACH A VOIDED CHECK, PLACE IN THE ENCLOSED ENVELOPE AND RETURN IT VIA A DEPOSITORY DROPBOX LOCATED IN FRONT OF OR BEHIND THE BUILDING LOCATED AT 180 S.W. BROAD STREET.
2. **BY MAIL** – PLEASE ENCLOSE THE BOTTOM PORTION OF YOUR BILL WITH YOUR CHECK OR MONEY ORDER IN THE ENCLOSED ENVELOPE. **DO NOT SEND CASH.**
3. **DEPOSITORY**– TWO DEPOSITORY DROPBOXES ARE LOCATED AT 180 S.W. BROAD STREET. ONE IS LOCATED AT THE FRONT ENTRANCE BY THE DOOR WHERE YOU CAN WALK UP AND DROP OFF YOUR PAYMENT OR STAY IN YOUR VEHICLE AND DRIVE AROUND TO THE REAR OF THE BUILDING AND DROP OFF YOUR PAYMENT IN THE DEPOSITORY LOCATED ON YOUR LEFT BEFORE YOU PASS THE POST OFFICE BOXES. PLEASE INSERT PAYMENT AND THE BOTTOM PORTION OF YOUR BILL IN THE ENCLOSED ENVELOPE. DO NOT PUT CASH IN BOX.
4. **IN PERSON** – OFFICE IS LOCATED AT 180 S.W. BROAD STREET. PLEASE BRING YOUR BILL WITH YOU.
5. **PAY ONLINE** – YOU MAY PAY ONLINE AT WWW.OFFICIALPAYMENTS.COM OFFICIAL PAYMENTS CHARGES A NOMINAL FEE FOR THIS SERVICE.
6. **PAY BY PHONE** – CALL 1-800-272-9829. FOR PHONE PAYMENTS USE JURISDICTION CODE 4395. OFFICIAL PAYMENTS CHARGES A NOMINAL FEE FOR THIS SERVICE.

Name change from Official Payments to ACI for Water Bill Payments made online.

On January 1, 2021 Official Payments will rebrand as ACI Payments Inc, the phone number to call in Utility Payments will remain the same at 1-800-272-9829 Jurisdiction Code 4395. The email address will change from www.officialpayments.com to www.acipayonline.com. If you have any questions please contact the water billing office at 910-692-2206.

URGENT! IF THIS BILL SHOWS A PAST DUE AMOUNT, PAY IMMEDIATELY. NO SECOND NOTICE WILL BE SENT.

FAILURE TO RECEIVE BILL IN MAIL DOES NOT EXCUSE RESPONSIBILITY FOR TIMELY PAYMENT. THE TOWN OF SOUTHERN PINES IS NOT RESPONSIBLE FOR THE FAILURE OF THE U.S. POSTAL SERVICE TO DELIVER BILLS.

THERE IS A FEE FOR ALL RETURNED CHECKS AND BANK DRAFTS.

A CUSTOMER WHO BELIEVES THERE IS AN ERROR ON THE BILLING STATEMENT SHOULD CONTACT THE UTILITY BILLING DEPARTMENT IMMEDIATELY UPON RECEIVING THE STATEMENT. IF THE COMPLAINT CANNOT BE RESOLVED, THE CUSTOMER HAS A RIGHT TO A HEARING WITH THE FINANCE DIRECTOR WHO IS LOCATED AT THE BILLING AND COLLECTIONS OFFICE.

STATE AND LOCAL LAWS PROHIBIT TAMPERING WITH SERVICE.

TOWN OF SOUTHERN PINES AUTOMATED BANK DRAFT SERVICE

I (we) hereby authorize the Town of Southern Pines to initiate debit entries to my (our) checking account indicated below at the depository institution named below. The authorization is to remain in full force and effect until the Town of Southern Pines has received written notification from me (or either of us) of its termination in such time and in such manner as to afford the Town of Southern Pines and the depository institution a reasonable opportunity to act on it. If I (we) should change the depository institution, I (we) agree to give the Town of Southern Pines a 30 day written notification so that steps can be made to change internal procedures. I understand that if my debit is returned for insufficient funds, I will be removed from the automated bank draft automatically.

Service Address

Name(s) _____ Phone Number _____
 Depository Name _____ City _____ State _____
 Routing Number _____ Account Number _____
 (Located at the bottom left side of your check) (Located at the bottom right side of your check)

SIGNATURE AND DATE _____ / _____ / _____

**PLEASE ATTACH A VOIDED CHECK TO THIS ENROLLMENT FORM. (THIS VOIDED CHECK WILL BE KEPT CONFIDENTIAL.)
VOIDED CHECKING DEPOSIT TICKETS ARE NOT ACCEPTABLE. THIS PROCESS TAKES APPROXIMATELY 30 DAYS.**