



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



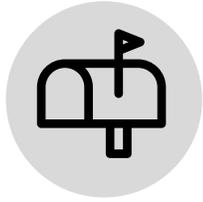
Southern
Pines Way

Easy options to pay your Town of Southern Pines Utility bill



ONLINE

Set up auto payments or make one-time payments as a guest at sopinesnc.info/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 Option 3
Enter jurisdiction code 4395.
ACI charges a nominal fee for this service.



IN PERSON

We're open Monday through Friday, 8:30am to 5pm. Or, leave a payment in our after hours drop box behind the building (no cash).



BANK DRAFT

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



SECURE DROP BOX

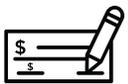
One box is at our front door. Or, stay in your vehicle and use the box behind our building, on the left before the post office boxes. Include the bottom portion of the bill along with check or money order (no cash).



If payment is not received by the 25th of the month, water service may be disconnected and a \$20 reconnection fee will apply (whether or not the water is physically turned off).

To restore service:

- All past-due charges and the full account balance must be paid.
- Payments received by 4:00 p.m. will be reconnected the same day. Payments received after 4:00 p.m. will be reconnected the next business day.
- If your service has been disconnected for non-payment, please contact Utility Billing at (910) 692-2206 with payment confirmation so we can restore your service as quickly as possible.



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.



Because mail delivery times can vary, we encourage customers to keep an eye out for their bill each month. Payments are due by the posted due date. If you haven't received your bill by the 24th, please contact us and we'll gladly help you obtain a copy.



Questions or concerns about your bill? Please contact us promptly so we can review it with you. If a resolution isn't reached, you may request a hearing with the Town's Finance Director.

Please note that state and local laws prohibit tampering with water service or Town of Southern Pines equipment.

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Mail to: P.O. Box 600, Southern Pines, NC 28388
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Application for

Utilities Services

Requested Start Date (must be a business day):

Business

Residential

Name / Company Name:

Tax ID (business accounts):

*Photo ID #:

*Social Security Number:

State of Issue:

** We are required to verify your Social Security Number and ID before connecting your service. You may leave these items blank on this form and verify them separately by calling or coming into the office.*

Service Address:

Mailing Address (if different):

Contact Phone Number:

Email Address:

Property Owner Name:

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.

COMMERCIAL RECYCLING | \$10 per month per can (max of 2 cans)

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 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 residential | \$8 per month commercial

The second cart is a one-time fee of \$75, which will be added to your first bill. A monthly fee of

\$6 (residential) \$8 (commercial) will be added to your bill to cover the collection & disposal costs of the 2nd cart.

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 #

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