



Utility Billing Office
 180 SW Broad St Southern Pines, NC 28387
 Ph: 910-692-2206
 Fax: 910-692-1652
UB@southernpines.net
www.southernpines.net

Application for Water and Sewer Service

Applicant's Name _____ Account Type (check one) Residential Commercial Start Service 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 _____

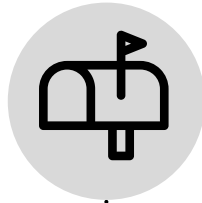


easy options to pay your Town of Southern Pines bill



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.



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.