

Utility Billing

Starting Service

For inquiries about signing up for service, please call the Water/Sewer Collection Department at 910-428-4112 or email laura.jordan@townofbiscoe.com. A non-refundable Application fee is required for starting services. A copy of your lease/rental agreement or any document that shows proof of ownership and a Government Issued Photo ID is required for Residential service. A copy of your lease/rental agreement or any document that shows proof of ownership, a Federal Tax ID number, and a Government Issued Photo ID is required for Commercial service **To have service connected the same day, applications need to be completed with all pertinent paperwork and in the office BEFORE 2:30 pm.**

Disconnecting Service

A Disconnection of Service Form is available online or at the Town Hall. If this form is not filled out completely, it will be considered null and void and the services will not be disconnected until a complete form is received. Once completed, you may mail, fax, email, or bring the form in.

Be advised that a final bill will be mailed to the forwarding address you provide. The person listed as the primary account holder will be held responsible for all water used until we receive written notice of cancellation of service. Also be advised that depending on when you final the account, you may receive two bills after you leave, your normal bill and your final bill. Also, the Account fee you paid to connect the water service is non-refundable; it will NOT be applied to your final bill.

[Fee Schedule as of July 1, 2019](#)

Billing

The month end water/sewer billing Invoice is produced on or before the 1st day of the month and is due by 5:00 pm on the 20th of the same month. If payment is not received by 5:00 pm on the 20th a \$10 First Tier late fee will be assessed before 8:30 am on the 21st of the month. If payment is not received by the last day of the month a Second Tier \$35.00 late fee will be assessed before 8:30 am on the 1st day of the month. Delinquent accounts will be disconnected on the 5th of the month for the previous month. If any of the above days fall on a weekend or Holiday where the Town Hall is closed they will be processed the following business day. The exact dates of late fees and disconnections will show on your bill each month. Services will not be resumed until the total delinquent balance due is paid.

Town of Biscoe Payment Options for Water/Sewer Bills

- **Online:** Payments can be made during and after business hours online through our website at <http://www.townofbiscoe.com/> You will need to scroll toward the bottom of the page and click on the icon, pay my town water bill to be directed to EGOV to access your account information and payment options using Visa, Master Card, Discover, American Express, and E-Checks. Your visit will require you to provide specific information including your 12 digit account number and the amount due.
- **Bank Draft:** Bank drafting form your checking account is available. We need a completed Bank Draft Authorization form. You can obtain the authorization from on our website under *Forms/Documents* then *Water/Sewer* or by *clicking here (insert Draft Form here on webpage)*
- **Mail:** Payments can be mailed along with the payment stub which is the bottom portion of the water bill. Payments should be mailed to 110 West Main Street Biscoe, NC 27209. Please include the account number on the Check or Money Order. Please pay close attention that you are sending this payment in a timely manner to avoid any late charges.
- **Drop Box:** Payments of Check or Money order ONLY can be left in our drop box after business hours at our office located at 110 West Main Street Biscoe, NC 27209. No CASH payments will be accepted in the Drop Box. If a CASH payment is left in the Drop Box the payment will NOT be applied, the account holder will be contacted and the payment will be returned. The Drop Box will be checked before 9:00 am and any payments left after 9:00 am will be applied the following business day. Please pay close attention that you are making this payment in a timely manner to avoid any late charges.
- **In Person:** Payments made in person to the Biscoe Town Hall will be accepted Monday through Friday from 8:30 am to 5:00 pm. They can be made in the following ways: Cash, Check, Money Order, and Credit/Debit Card using the following: Visa, Master Card, Discover, and American Express.

These payment options should not be used to establish new water services. Please refer to instructions to open a water/sewer account.