
Water & Sewer Service Guide

Starting Service:

For inquiries about starting utility service, please contact the Town Hall at (910) 428-4112 or email elsa.delosangeles@townofbiscoe.gov.

- A non-refundable application fee is required to start service.
- Residential service requires a lease/rental agreement or proof of ownership and a government-issued photo ID.
- Business service requires a lease/rental agreement or proof of ownership, and Federal Tax ID number, and a government-issued photo ID.
- For same-day service, completed applications must be processed before 2:30 PM. If service is needed after 2:30 PM, a \$25.00 service fee will be required for connection.

Disconnection Service:

A Disconnection of Service Form is available online or at the Town Hall.

- The form must be fully completed, incomplete forms will not be processed.
- Once completed, the form can be submitted by mail, fax, email, or in person.
- A final bill will be mailed to the forwarding address provided.
- The primary account holder is responsible for all water usage until the written notice of cancellation is received.
- Depending on the finalization date, you may receive two bills: your regular bill and the final bill.
- The account fee paid to connect service is non-refundable and will not be applied to the final bill.

Billing Cycle:

- Bills are issued on or before the 1st of the month for the preceding service period.
- Payments are due by the 20th of the month. Late fees apply as follows:
 - i. Tier 1: \$10, assessed on the 21st.
 - ii. Tier 2: \$35, assessed at month-end.
- Service disconnection occurs for unpaid accounts on the 5th of the following month.
- If a late fee or disconnection date falls on a weekend or holiday, it will be processed on the next business day.

Payment Options:

- **Online:** Payments can be made via the Town's website at www.townofbiscoe.gov. Click on the PAY ONLINE icon in the top right corner to access Invoice Cloud, where payments can be made using Visa, MasterCard, Discover, American Express, or E-Check.
- **Bank Draft:** Automatic bank draft payments are available. A completed Bank Draft Authorization Form is required. This form can be found on our website under FORMS & DOCS > UTILITY FORMS.
- **Mail:** Payments can be mailed along with the payment stub to : 110 West Main Street, Biscoe, NC 27209.
 - i. Please include the account number on the check or money order.
 - ii. Ensure timely mailing to avoid late charges.

- **Drop Box:** Payments by check or money order ONLY can be left in the drop box at 110 West Main Street, Biscoe, NC 27209.
 - i. Cash payments are NOT accepted in the drop box. If a cash payment is left, the account holder will be contacted and the payment will be returned.
 - ii. The drop box is checked before 9:00 AM. Payments left after this time will be processed the following business day.
 - iii. Ensure timely payments to avoid late charges.
- **In-Person:** Payments can be made at Biscoe Town Hall from Monday-Friday, 8:30 AM-5:00 PM.
 - i. Accepted payment methods:
 - Cash, Check, Money Order
 - Credit/Debit Cards (Visa, MasterCard, Discover, American Express)

NOTE: *These payment options do not apply to setting up new water services. Please follow the instructions for opening a water/sewer account.*