

## Payment Options

Currently, the City of Havelock accepts 5 forms of payment.

### Cash

Pay in person at 1 Governmental Avenue  
Havelock, NC 28532-0368

### Checks and Money Orders

Checks are accepted in person, through mail or the overnight drop box located by the front doors of City Hall. To make sure payments are applied to the correct account, please include the bottom portion of your water bill or write the 5 digit account number on the check or money order. Please mail checks and money orders to Havelock Customer Service P.O. Box 368 Havelock, NC 28532.

### Automatic Bank Draft

Contact customer service at 252-444-6404 to sign up for this option or e-mail us at [customerservice@havelocknc.us](mailto:customerservice@havelocknc.us).

### Online Payment Option

Visa and MasterCard payments can be made 24 hours a day on our website at [www.havelocknc.us](http://www.havelocknc.us) with no additional fee.

### Pay by Phone

Visa and MasterCard payments are accepted by phone by calling (252) 444-6404. Please note that heavy call volumes are possible during peak times and you may experience longer than normal hold times.



Our **Customer Service Representatives** have the **knowledge** to deliver **satisfaction** with **assistance** and **informative solutions** to provide **quality Customer Service!**

# City of Havelock

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Sewer Rates & Information



1 Governmental Avenue  
Havelock, NC 28532

Monday—Friday 8:00 a.m.—5:00 p.m.

Telephone: 252-444-6404

Website: [www.havelocknc.us](http://www.havelocknc.us)

E-Mail: [customerservice@havelocknc.us](mailto:customerservice@havelocknc.us)

**After Hours Emergency: 252-670-0663**



## Water Leaks

Customers who have water leaks which are not easily detected (e.g., under buildings or paved areas) will be granted an adjustment in the sewer portion of one-month's bill, providing the water drained into the ground and not through the City sewer system. The customer must submit a letter to the Water Department requesting the Adjustment and attach a copy of the plumbing repair bill. A credit will be computed based on the customer's average monthly sewer bill for the twelve (12) months prior to the leak.

## Facts on Leaks

- The average household leak can account for more than 10,000 gallons of waters wasted every year.
- Toilets often have silent leaks. A running toilet that overflows one gallon of water every 5 minutes can waste 288 gallons per day or 8,640 gallons a month.

## Billing Procedures

Meters are read on or about the 15<sup>th</sup> of the month and bills based on this reading shall be rendered on the 1<sup>st</sup> of the month, all accounts shall become due and payable on the 15<sup>th</sup> day of the following month. Customers who fail to pay the amount charged for services by the 15<sup>th</sup> day shall be delinquent. Accounts not paid by the 15<sup>th</sup> of the month will have a \$3.87 late penalty fee assessed.

- Delinquent accounts where delinquent fees have been assessed shall not have such services restored until the full account balance has been paid, which shall include a delinquent fee of \$13.50. The actual cost to disconnect sewer service will be charged to the account holder. Reconnection shall occur with full payments and will require a permit. Reconnection shall be accomplished by the account holder, or by the City, if requested. City connections shall be billed at actual costs to account holder.
- Failure to receive a bill does not alter the above rule.
- If you do not receive a bill by the 5th day of the month, please contact the office at 252-444-6404. Sign up to have your bill emailed to you by contacting customer service. You will receive your bill the last working day of each month.
- City Ordinance prohibits tampering with meters. Violators will be charged per the City Fee Schedule. Sewer charges are calculated based on water usage that is supplied to the City by Craven County Water.

## Billing Rates

Charges are based on actual usage in addition to flat charges. \$28.78 for sewer \$10.50 for Capital Reserve Fee. If your property is serviced by the City trash pickup program you will have an additional \$20.25 charge each month. Sewer charges are calculated based on water usage that is supplied to the City by Craven County Water.

### Billing Rates for Sewer Inside City Limits

Sewer Usage Charge Per 1,000 Gallons

Gallons Used	Rate
1 to 3,000 gl	\$7.30
3,001 to 6,000 gl	\$7.99
6,001 to 9,000 gl	\$8.83
9,001 to 12,000 gl	\$9.60

