

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.

Online Payment Option

Visa and MasterCard payments can be made 24 hours a day on our website at 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

Outside City Limits 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

E-Mail: customerservice@havelocknc.us

After Hours Emergency: 252-670-0663

PET OWNERS

North Carolina state law (G.S. 130A-185) requires all dog, cat, and ferrets over 4 months of age be vaccinated against rabies. This can be done at any veterinarian's office.

- Havelock city ordinance (90.20) requires all dogs, cats, ferrets and miniature pigs be licensed with the city. License can be obtained at either City Hall or at the Animal Shelter. Applications can also be found on www.havelocknc.us. The fee is \$5.00 per animal.
- Havelock also has a leash law. This leash law also pertains to cats.
- Havelock Animal Control is available 7 days a week from 8am–5pm. We are closed all legal holidays. Any questions after hours can be directed to the police department at 252-447-1111.



Billing Procedures

Meters are read on or about the 15th of the month and bills based on this reading shall be rendered on the 1st of the month, all accounts shall become due and payable on the 15th day of the following month. Customers who fail to pay the amount charged for services by the 15th day shall be delinquent. Accounts not paid by the 15th of the month will have a \$3.50 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 \$17.50.
- 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 billed 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.

Billing Rates

Charges are based on actual usage in addition to flat charges. Customers outside the city will be charged a triple rate for water, \$35.79 for water and a \$10.50 Capital Reserve Fee. If your property is serviced by the City trash pickup program you will have an additional 18.25 charge each month.

Billing Rates Water Outside City Limits

Water Usage Charge Per 1,000 Gallons

<u>Gallons Used</u>	<u>Rate</u>
1 to 3,000 gl	\$8.01
3,001 to 6,000 gl	\$9.08
6,001 to 9,000 gl	\$10.29
9,001 to 12,000 gl	\$11.37

