

WELCOME TO IVR

To improve customer service, the City of Havelock has implemented an automated Utilities and Permits billing information system.

You can use this system 24/7 to fulfill your billing information needs:

- Check account information
- Make payments for utilities and permits
- Hear general utility information
- Check billing history
- Check payment history
- Access to Customer Service Representatives during normal business hours (Monday—Friday, 8 a.m.— 5 p.m.)



**Please call with any
questions:**

(252) 444-6404

Press [0]

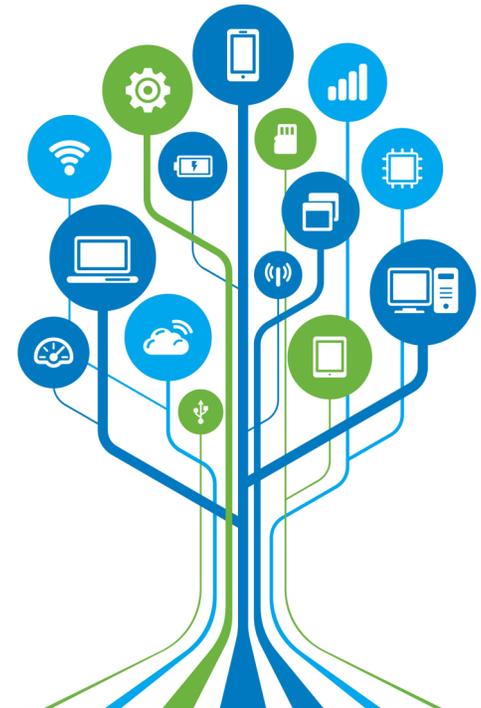


1 GOVERNMENTAL AVE.
HAVELOCK, N.C. 28532



City of Havelock Interactive Voice Response (IVR)

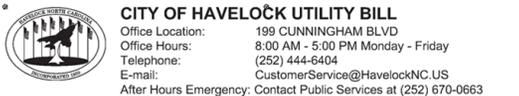
24/7 Account Access



(252) 444-6404

WHAT YOU NEED

Find your account number at the top of your utility bill.



CITY OF HAVELOCK UTILITY BILL
Office Location: 199 CUNNINGHAM BLVD
Office Hours: 8:00 AM - 5:00 PM Monday - Friday
Telephone: (252) 444-6404
E-mail: CustomerService@HavelockNC.US
After Hours Emergency: Contact Public Services at (252) 670-0663

Customer Name		Service					
Invoice	Bill Date	Account Number - Customer Number					
Description	Serial #	Prev. Read Date	Read Date	Read User	Days	Meter Reading	Current Meter Read
Water Inside Sewer	18257277	09/11/2019	10/10/2019	29		402200	4716

Dial (252) 444-6404

Follow the instructions to get your balance, payment history, pay your bill and much more.

Press [7] for **touch-tone** or continue with prompts for **interactive voice response**

EASY TO USE

HOW IT WORKS

Once you're connected to the system, select one of the following **options**:

Press [1]
To make a utility payment

Press [2]
To make a permit payment

Press [3]
For account status

Press [4]
For payment history

Press [5]
For billing history

Press [0]
To speak with a customer service representative

Customer Service Representatives can be reached Monday—Friday, 8 a.m.—5 p.m.

24/7 ACCESS

MAKE A PAYMENT

The system allows you to pay your bill safely and securely over the phone at any time. You can pay through your Checking Account or by Visa/Mastercard.

If paying with a credit card, select the following when prompted:

- Credit card number
- Expiration date
- 3-digit security code
- Zip code

SECURE PAYMENTS