

UTILITIES DEPARTMENT
PO BOX 2245
317 PRITCHARD ST
ELIZABETH CITY, NC 27906

Phone (252) 335-2240
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www.pasquotankcountync.org



DAVID SMITHSON
Utilities Director

MICHAEL HARRIS
Asst Utilities Director

MELISSA JOINES
Office Manager

November 5, 2021

Dear Newland Township Water Customer:

Pasquotank County Utilities Department will be purchasing Newland Township Customers from South Mills Water Association (SMWA) effective December 1, 2021.

There will be a community informational meeting on Thursday, November 18, 2021 at 6:00PM located at Mount Carmel Church, 836 US Hwy 158.

We do hope this will be a smooth transition of water service. There will not be a service fee to set up a new account charged to the customer by the new water service provider. SMWA will provide customer information to Pasquotank County Utilities Department; however, if there are any changes to your information, please contact our office at (252) 335-2240. Rental fees will be transferred from SMWA to Pasquotank County Utilities Department, less any monies owed to SWMA. If a rental deposit is owed to Pasquotank County Utilities Department, a letter will be sent to the customer.

During the transition of water service, the water could become cloudy, or you may experience low water pressure. The water will remain safe at all times. If you do experience any issues beyond the above stated, please contact our office at (252) 335-2240.

Please be advised Pasquotank County Utilities Department water bills are always due on Monday and not on a particular date.

BILLING: Bills are mailed out each month through the U.S. Postal Service. If you do not receive a bill, you are still responsible for payment. You may call the office to find out the amount of your bill. Bills reflect the usage for the previous month (example: a bill mailed in June reflects the usage for May).

PAYING WATER BILL: There are several options to pay your water bill; this information is also on the back of your water bill.

1. Pay at the Pasquotank County Utilities Department located at 317 Pritchard Street in Elizabeth City; the office currently accepts cash, check or money order.
2. Place your payment in the 24 hour drop box located in the front of the office
3. Mail your payment to Pasquotank County Utilities Department
PO Box 2245, Elizabeth City, NC 27906
4. To pay by debit/credit card: www.officialpayments.com or call 1-800-272-9829, select option 3, jurisdiction code 4399 and you will also need the account number. This site accepts

payments up to \$100. If you are paying more than \$100, you will need to make multiple transactions. There is a convenience fee associated with this payment.

5. Bank draft. The water bill can be drafted from a checking or savings account on the due date. The customer would need to complete a bank draft form and also provide a voided check.

HIGH BILLS: If your bill increases substantially in one month, and you have not increased your usage, you may have a leak. Check lines for loose connections, under the house for a broken pipe, bathrooms for leaky toilets or sinks. You may call the office (252) 335-2240 and we will send a work order to our plant to check your meter only.

BAD CHECKS: Accounts with returned checks will incur a \$25.00 Non-Sufficient Funds charge. You will receive a notice in the mail, and will have 7 days to pay the return check and pay the NSF charge by cash only or your water will be disconnected.

LATE FEES: A late fee of 5% is incurred the day after the due date on any account with a balance of more than \$15.

DISCONNECTION: Accounts owing two months billing and two 5% penalties are subject to disconnection. Disconnection day will be the day after the second bill is due. On disconnection day, the account is also required to pay a \$40 late fee. The late fee is required no matter if the service is disconnected or not. Once a service has been disconnected, Pasquotank County Utilities Department is allowed 24 hours to reconnect service. Pasquotank County Utilities Department does not allow for an extension of time beyond the disconnection due date. Cash, money order or credit card payment only will be accepted once your service has been disconnected. If your service is disconnected and your meter or connections are tampered with, you will be charged a **\$200.00** tampering fee.

Current Water Rates

0 – 1000 Gallons.....	\$15.00 Minimum
1001 – 5000 Gallons.....	6.00 per thousand
5001 – 10,000 Gallons.....	7.00 per thousand
10,001 – 20,000 Gallons.....	8.00 per thousand
20,001 – 30,000 Gallons.....	9.00 per thousand
Over 30,000 Gallons.....	10.00 per thousand

Commercial Rates (Apply to all non-residential customers)

0 - 1000.....	15.00
Over 1000.....	6.00 per thousand

Please call our office at (252) 335-2240 if you have any questions.
We look forward to servicing our new customers.

Sincerely,
Pasquotank County Utilities Department