

## **FREQUENTLY ASKED QUESTIONS**

### **How do I get water hooked up to my house?**

- First find out if there is a meter present on the property
- If there is a meter present, service and deposit fees should be paid at the Edgecombe County Water Department located at 201 St. Andrew St. Tarboro, NC, to have services turned on.
- You will need to bring with you, lease or purchase agreement and ID.
  
- If there is not a meter present you will need to pay a deposit and tap fee at the Edgecombe County Water Department located at 201 St. Andrew St. Tarboro, NC
  
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- Once application is made and tap fee and deposit has been paid, a water permit must be obtained. The water permit can be obtained in the Planning and Inspections Department located on the second floor room 205 Edgecombe County Administration Building 201 St. Andrew St. Tarboro, NC. Process time for completion can be 30 to 45 days. Once connected, you must have inspection done through the Planning & Inspections Department.

### **How much does a meter cost (i.e. tap fee)?**

Current meter cost / tap fees are as follows

- 5/8 x 3/4" - \$875.00
- 1" - \$900.00
- 1 1/2" - \$1,600.00
- 2" - \$2,500.00
- Over 2" - Cost plus 15%

### **When are the bills due?**

- Bills are due on the 15<sup>th</sup> of every month unless it falls on a weekend or holiday at which time it will be due on the next working day by closing.
- After the 15<sup>th</sup> or the next working day if bills are not paid in full a \$10 late penalty will be applied to the account
- Bills become delinquent after closing on the 25<sup>th</sup> of every month unless it falls on a weekend or holiday in which case it will become delinquent after closing on the next working day.
- Once accounts become delinquent a \$30 penalty is added to the account, and
- Service is subject to disconnection.

### **How can I pay my bill?**

Bills can be paid by the following methods:

- Check
- Money Order
- Credit Card

- Debit Card
- Online (See main page for County Website) \*This option would not post same day, would post payment on the next business day.
- Phone - 1 (800) 487-4567 \*This options would not post same day, would post Payment on the next business day.
- Automatic Bank Draft

**Do you have a “Drop Box”?**

- Yes, the drop box is located at the entrance of the Edgecombe County Administration Building 201 St. Andrew St. Tarboro, NC 27886

**Do you have a turn-off / reconnect fee?**

- No, we have a delinquent fee which is applied to the account if not paid by the 25<sup>th</sup> of the month or close on the next working day, if the 25<sup>th</sup> falls on a Weekend or a holiday.

**I am moving, how do I have the water disconnected?**

- Call or come by the Edgecombe County Water Department located at 201 St. Andrew St. Tarboro NC and request to have the meter read and locked.
- Your deposit will be applied to the final bill.
- A forwarding address and new phone number should be provided.