

ATTENTION

The new mailing address for paying your water and sewer bills is listed below. You will no longer receive a pre-addressed envelope each month with your statement. You will now receive a window envelope.

P.O. Box 63060
Charlotte, NC 28263-3060

If you pay your bills online through your bank or an independent bill paying service please be sure to update your profile with the new mailing address. All account numbers were changed in August 2007 but many customers are still using old account numbers, so please update your account number as well, to aid in speedier processing.

In addition, please be mindful that if you use one of these services you need to allow additional time for processing. Since we receive an actual check and not an electronic payment, these payments cannot be scanned and have to be forwarded to the office for manual entry.

If you have questions, please contact Customer Service at 919-775-8215.

Thank you