



## FAQ Sheet for City of Sanford, NC Water Services Customers

Starting July 1, 2024, TriRiver Water will be the water and wastewater provider for the City of Sanford and the Town of Pittsboro.

City of Sanford customers, starting July 2024, you will receive water bills from TriRiver Water instead of the City of Sanford. Please make payments to TriRiver Water starting in July.

- Customers who currently pay by checking or savings account draft will not have to set up bank draft with TriRiver Water because your information will transfer automatically.

### Why is the City of Sanford changing the name under which it provides water services?

Since we are merging with Town of Pittsboro Water Utility, we needed a name that represents both Town of Pittsboro and City of Sanford customers.

The new name symbolizes the connection to the three rivers that sustain our region and reflects our continued commitment to innovation, sustainability, and our community. It also embodies our dedication to improving quality of life by providing exceptional service to our customers as the region grows.

### Will my water service be affected by the name change?

You can count on the same exceptional service you are accustomed to now. The only changes you'll need to make on your end are who you make your payments to and where you send those payments.

The name change takes effect July 1, 2024. Please keep an eye on your mail with instructions on when and how to make these changes.

### **Do I need to update any account information or billing arrangements?**

City of Sanford customer account numbers will not change.

- If you use City of Sanford in your records or online banking, please update it to **TriRiver Water** to ensure smooth payment transactions.
- Customers who currently pay by checking or savings account draft will not have to set up bank draft with TriRiver Water because your information will transfer automatically.
- If you pay via check, you will now make your checks payable to TriRiver Water and mail to: PO Box 63060, Charlotte, NC 28263-3060.
- If you pay in person, you will continue paying at 225 East Weatherspoon Street, Sanford, NC 27330.
- If you pay via phone, you'll continue calling 919-775-8215.

### **Will there be any changes to customer service contacts or procedures?**

To reach customer service, please continue calling 919-775-8215.

### **How will I be informed of updates or changes related to the name change?**

You may receive communications via mail, email, and/or text messages. The name change takes effect July 1, 2024.

### **Will there be any changes to water quality or pricing as a result of the name change?**

There will be no changes to water quality or pricing as a result of the name change. We remain committed to providing the same high-quality water services that customers have come to trust, with a renewed focus on innovation, efficiency, and customer satisfaction.

### **How can I provide feedback or ask additional questions about the name change?**

If you have questions or concerns during the transition, please contact us at 919-775-8215 or [customerservice@tririverwater.com](mailto:customerservice@tririverwater.com).



*Thank you for being a TriRiver Water customer.*