

BRUNSWICK COUNTY PUBLIC UTILITIES CUSTOMER SERVICE DIVISION

The following are responses to Frequently Asked Questions (FAQs) that may be helpful to customers. Additional information is also available on our website at www.brunswickcountync.gov.

Your monthly billing has an identifying 6 digit customer number and a 6 digit account number. The reference number typically used is the account number.

What payment options are available? There are several payment options available as follows:

- Mail check to the bank lockbox processing address in the return envelope provided. Include the payment stub at the bottom of the bill and write the 6 digit account number on the check.
- Mail check to BCPU, P.O. Box 469, Bolivia, NC 28422. Include the payment stub at the bottom of the bill and write the 6 digit account number on the check.
- Use your personal online banking and **request your bank to forward the payment to P.O. Box 469, Bolivia, NC 28422 to avoid processing delays.**
- Credit card or E-check payments may be made online through Official Payments by going to www.brunswickcountync.gov and clicking on pay water or sewer bill or by calling Official Payments at 1-800-272-9829. If calling choose option 3 and enter jurisdiction code 3951. By phone or online enter the billing 6 digit account number and 6 digit customer number and have available your debit/credit card or check information. **Please note: There is a convenience fee charged by Official Payments for their service.**
- Automatic Bank Draft is available free of charge by completing the appropriate forms. Call Customer Service at 253-2655 for additional information or visit our website for forms and information.
- Payments may be made in person at the Brunswick County Complex, 75 Courthouse Drive- Building I, Bolivia, NC 28422 during normal business hours Monday through Friday from 7:30am to 5:00pm.

When will the deposit on account be returned to me? When you close your account the deposit will be applied to the balance owed with any amount remaining mailed to you. After 24 months of satisfactory payment history your deposit may be returned by making a written request. You may send the written request for return of your deposit to: BCPU, P.O. Box 469, Bolivia, NC 28422.

If I am not using the water service, why are there charges each month? BCPU has a base water service charge of \$12 per month for properties with an installed water meter regardless of water use. The cost to remove/lock the water meter is \$70. The cost to reestablish water service is \$70.

How are wastewater (sewer) charges calculated? Wastewater usage (sewer) is charged based on the amount of metered water use. The residential service sewer rate is \$39.00 for 0 – 3,000 gallons with all usage over 3,000 gallons charged at \$6.50 per 1,000 gallons. If sewer service is available and the water meter is removed, the sewer base service charge is \$18 per month regardless of use.

Do wastewater (sewer) charges go up if I irrigate? Wastewater (sewer) charges are based on metered water use and irrigation gallons will be charged a sewer fee unless there is a separate irrigation meter. The installation charge for an irrigation meter box is \$200. All irrigation meters must have a RPZ (backflow prevention device) installed at the owner's expense by a plumber or landscaper. After installation of the RPZ, the customer must request the county to inspect and install the irrigation meter. All of the water that goes through the irrigation meter will not be subject to sewer charges.

When are penalties posted to my account? If the payment is not received 20 days after the billing date, penalties are charged the following day.

Do I need to send anything in if I have a credit balance on my account? Bills that have a CR after the amount due, indicates a credit balance on the account and no payment is due. The credit balance will be applied to the next billing period, or if the account has been finalized, a check will be mailed.

How to contact Customer Service?

- During normal business hours call (910) 253-2655 or (888) 428-4426 or email utilitybilling@brunswickcountync.net.
- Emergency after hours, please call (910) 253-5797 or (910) 371-3490.