

PAYMENT OPTIONS

Accepted Forms of Payment

Cash
p.m.
Check/Money Order
Visa/Mastercard/American Express/Discover

Town Hall Hours of Operation:

Monday – Friday 8:00 a.m. – 5:00

Phone Number:

(910) 647-5961

Address for Mailed Payments:

Town of Clarkton
P.O. Box 307
Clarkton, NC 28433

Physical Address:

81 N. Elm St
Clarkton, NC 28433

Drop Box: The Town of Clarkton has a drop box located right of the front door

Pay Online: Visit the Town of Clarkton's website at <http://www.townofclarkton.com>

Pay by Phone: Call Town Hall at 910-647-5961 with your card information ready. Receipt of payment is available at Town Hall by request

PAYMENT TERMS

1. Utility bills are mailed around the 6th of each month. The due date is the 5th of the following month. Failure to receive a bill does not entitle the customer to pay without penalty. The Town is not responsible for failure of the US Postal Service to deliver bills.
2. Utility bills not paid in full by the due date become past due. A \$5.00 late fee is added to all accounts with a past-due balance on the 6th of each month.
3. Utility accounts not paid in full before the disconnect date will be disconnected at the Town's discretion. A second or final notice will not be provided. Your outstanding balance along with a disconnect fee must be paid in full prior to service reconnection. Disconnect fees are \$50 for residents within city limits and \$100 for residents outside of city limits. PLEASE NOTE: Online payments must be made before 11:00 p.m. the day before the disconnect date printed on the back of your bill to avoid the disconnect fee and service disconnection.
4. Service will be restored as the Town maintenance staff are able, typically within two hours of payment. Payment must be received for same-day reconnection no later than 2:45 p.m.
5. Payments must be received and processed by Town Hall employees. No other Town employees may receive or process payments.
6. Accounts that have been disconnected for non-payment are still considered active accounts and will be billed a minimum bill each month unless instructed by the customer to close the account. Customers are still responsible for their outstanding balance regardless of a lack of consumption.