

## **PAYMENT TERMS**

### **Accepted Forms of Payment**

Cash  
Check/Money Order  
Visa/Mastercard/Discover (**fee applies**)

### **Town Hall Hours of Operation:**

Monday – Friday 8:00 a.m. – 5:00 p.m.

### **Phone Number:**

(910) 519-0406

### **Fax Number:**

910-221-5051

### **Address for Mailed Payments:**

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

### **Physical Address:**

81 N. Elm St  
Clarkton, NC 28433

**Pay In Person: Visit Town Hall at 81 N Elm Street during normal hours of operation with an accepted form of payment.**

**Drop Box: Town Hall has a drop box located to the right of the front door. Please include bottom portion of water bill to ensure payment is accurately applied.**

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

### **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 8:00 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.