

# UTILITY, GARBAGE, RECYCLING SERVICES AND BILLING

Although some homes are serviced by wells and septic systems, water and sewer services are available in the majority of the City of Mebane. Garbage and recycling service is available to all residents within the Mebane City limits.

Questions concerning water and sewer services or billing email us at [water@cityofmebane.com](mailto:water@cityofmebane.com) or call 919-563-5901.

Click [here](#) for questions regarding garbage and recycling services.

## **METER CHANGEOUT PROJECT IN PROGRESS!**

About three-quarters of the city's water meters have been replaced to update stalled or outdated meters with new technology. The goal is to replace all meters by the end of calendar year 2023.

The new meters transmit readings over the Verizon network, providing up to date information throughout the month, and quicker detection of leaks, along with a streamlined meter-reading process. Click [here](#) for details about how you can access information about your new meter, review detailed usage data and graphs, and sign up for alerts for leaks or high usage events, helping you to save water and money!

## **MOVING IN**

An Application for Utility Services for water and/or sewer service and garbage and recycling service must be completed and submitted to [water@cityofmebane.com](mailto:water@cityofmebane.com) or to the Water Department located in the Mebane Municipal Building (City Hall.) Click to choose the correct form for [Residential](#) or [Non-Residential Service](#). All fields on the form must be completed and deposits are required for all connections (including sprinkler taps) to the City's water and/or sewer service. Non-Residential customers must attach a copy of their business occupancy permit to the application.

Deposit amounts:

INSIDE CITY LIMITS - Water Service, \$75.00 Sewer Service, \$75.00

OUTSIDE CITY LIMITS - Water Service, \$150.00 Sewer Service, \$150.00

Deposits are maintained on all accounts and may be applied to any outstanding balance or at termination of service. The deposit balance will be refunded following closeout of the account.

## **Maintenance**

Customers having problems with water or sewer service can call the Public Works building between 8:00-5:00 Monday through Friday at (919) 563-3401. For emergencies after hours, on holidays or weekends call (919) 563-9031.

Click [here](#) to download the 2020 Annual Drinking Water Quality Report.

## **MOVING OUT?**

Click [here](#) for a form to discontinue utility services with the City. To ensure that we don't continue to bill you after you've gone and to receive a refund of your deposit, this form should be completed and returned to [water@cityofmebane.com](mailto:water@cityofmebane.com), or placed in the drop box or mailed to the following address

Utility Billing  
106 East Washington Street  
Mebane, NC 27302

Deposit refunds are issued at the beginning of each month for all disconnects in the previous month.

## BILLING

Water and sewer accounts are billed monthly in arrears and are due on the 20<sup>th</sup> of every month. Bills are distributed at the end of each month.

Several payment options are available:

- **Online:** Use the [online payment portal](#) to make a payment, see the most recent transactions on your account, sign up to receive bills by email, or set up automatic payment options.
- **By Phone:** Payment by phone is available with an automated attendant. Please call 866-275-2460 to pay over the phone.
- **Bank draft:** If you provide the city with your bank account information, around the tenth of each month the city will draft the amount of your outstanding bill. Drafts post to your account immediately. Click [here](#) to enroll in bank draft or complete the section on your application or the reverse side of your bill.
- **Drop Box:** A drop box on the eastern side of the Mebane Municipal Building is available at all hours. Payments made to the drop box will be posted by the end of the next business day.
- Cash, checks and credit cards are accepted at Mebane Municipal Building from 8:00 – 5:00 Monday – Friday, and post to your account immediately.

Accounts not paid in full by the next billing cycle will incur a late charge of \$10 added to the bill. If all charges, including late fees, are not paid in full within twenty (20) days of the second billing, water service will be

discontinued without further notice. Service will be reinstated upon payment of all outstanding sums (including late fees) and a cutoff list fee of \$50.00.

For those accounts which have service discontinued twice within a 24-month period, reconnection will not be allowed until the customer posts an additional deposit equal to one and one-half of average monthly charges.

Customers are reminded that no additional notices of pending cutoff will be made. If a customer has special circumstances requiring extended payment options, he/she should contact the City Manager.