



Ways to Pay

The Town is encouraging citizens to pay:

- Online at www.hollyspringsnc.gov/payonline
- By calling 1-844-670-3906 and paying via our automated phone system
- Via bank draft (Visit <https://www.hollyspringsnc.gov/178/Forms>)
- By mail (no cash, only check)
- By dropping off payments in the silver payment drop box located in the Town Hall parking lot (no cash, only check)

Acceptable methods of payment are: *Cash, Check, Money Order, and Bank Draft*. Accepted credit cards are Mastercard, Visa, and Discover.

Customers are responsible for ensuring payment is received on a monthly basis. The Town is not responsible for any failure or delay in the delivery of bills by the postal service or email provider.

Payments made online, over the phone or left in our drop box after 5 p.m. will be processed the following business day.

Customers will be charged for checks or drafts returned for insufficient funds. We cannot accept postdated or two-party checks. Please include your utility account number on your check.

Water billing Policy

Bills are calculated and printed as of the Bill Date noted on the bill. Utility bill balances are **due by 5 p.m. on the 25th of each month to avoid a \$10 fee.**

If your account has a previous balance, you must pay the **past due balance by 5 p.m. on the 15th of the following month to avoid a \$35 disconnection fee**, if not your services will be disconnected.

In the event, your services are disconnected for non payment, the entire balance of the account must be paid in order for services to be restored. No checks will be accepted. It may take up to two full business days to restore your service.

If you have a change of mailing address, phone number or email address, please complete our online form located at www.hollyspringsnc.us/178/Forms and locate the necessary form under the Miscellaneous category.

If you would like to receive an electronic bill, please log onto our online portal and choose **eBill enrollment** and a confirmation link will be sent to your email address.