



Town of Carthage

4396 Hwy 15/501 • Carthage, NC 28327

Phone: 910.947.2331 • Fax: 910.947.3079

www.TownofCarthage.org

Email: CustomerService@TownofCarthage.org

WATER SERVICE APPLICATION

FOR OFFICE USE ONLY

Are you the homeowner or tenant? ☐ Owner ☐ Tenant

Account #:

Is this a Business Account? ☐ Yes Name of Business: _____

Customer Name		Service Start Date	
Service Address		Mailing Address (if different)	
Email Address		Do you wish to have your bill emailed? ☐ YES ☐ NO	*Social Security Number
Driver's License Number	State issued from	**Race ☐ Yes ☐ No	**Latino ☐ Yes ☐ No
Cell Phone	Home Phone	Work Phone	

REQUIRED DOCUMENTATION:

Owners

1. Proof of ownership (i.e. mortgage statement, Deed, loan settlement cover page).
2. Driver's License

Renters

1. Copy of lease or renter's agreement
2. Driver's License
3. \$100 Security Deposit

AUTO-DRAFT (optional): Payments can be automatically drafted out of your account using a checking account, debit/credit card, or PayPal account. ***This can be set up AFTER YOU RECEIVE YOUR FIRST BILL BY REGISTERING FOR INVOICE CLOUD. (Instructions are attached).*** All auto-draft payments are drafted on the 25th of each month unless that date falls on a weekend or holiday; then it will be the first business day after.

Customer Signature: _____

Date: _____

LANDLORD INFORMATION IF SERVICE ADDRESS IS A RENTAL

Property Owner Name: _____

Phone Number: _____

FOR OFFICE USE ONLY

Date Service Turned On: _____

Deposit Paid: ☐ Yes ☐ No ☐ N/A

Rec. By: _____

☐ Cash ☐ Check ☐ Debit/Credit

* Providing this number is voluntary. G.S. 105A-3© authorizes the Town of Carthage to obtain a Social Security number from any person for whom the town provides any service and whom the town can foresee may become a debtor. This number will be used only if necessary in the collection of any debt owed to the Town of Carthage.

** Providing this information is voluntary.



Town of Carthage

PUBLIC WORKS GUIDELINES

Water/Sewer Service

- Water service is billed approximately the last week of the month for that month's consumption.
- The Town of Carthage does not have its own sewage treatment facility. We send our sewage through Moore County to be processed. Due to the fee they charge the Town for that service, your sewer bill, if applicable, will always be higher than your water usage as we, unfortunately, must pass that fee on to our customers.
- All payments are due the 25th of each month. You will have a grace period until the 5th of the month following the due date (approx. 10 days). If payment is not received by 5:00 pm on the 5th of the next month, you may be charged a \$50 late penalty and your service will be disconnected until the monthly payment and late fee is paid.
NO SECOND NOTICE WILL BE GIVEN.
- We have several payment methods available for your convenience:
 - Register with InvoiceCloud by visiting www.townofcarthage.org and clicking on the "Pay My Utility Bill" button. This will allow you to set up Auto Draft, Pay by Text, set payment reminders, view your bill, and much more.
 - **Pay by phone 24/7 by calling (844) 745-0332.**
 - You may come into the office located at 4396 Hwy 15-501 and pay by cash, check, or money order.
- EyeOnWater is a service offered to our water customers. This service allows you to see your water usage and set leak alerts so that you are in control of your water consumption and can better manage water loss and higher bills. Visit www.townofcarthage.org and click on the "Pay My Utility Bill" button for the link and instructions on registering. Beginning July 1, 2023, there will be no water leak adjustments made on accounts.
- For any questions regarding your water service, please call the Town of Carthage at (910) 947-2331 or email the Utilities Administrator at utilities@townofcarthage.org.

Trash Service

- Trash service is automatically provided and a flat fee of \$13.00 per can, per month will be charged.
- One can is provided with the start of your water service. If you wish to have an extra can delivered, please contact the Town at (910) 947-2331 or utilities@townofcarthage.org to request an additional can.
- Recycling services are available at the Town Hall (4396 Hwy 15-501). Containers are located at the back of the parking lot.
- Our trash services are provided by Republic Services based out of Troy, NC. Please contact Town Hall with issues.
- Household garbage is picked up on either Friday or Monday mornings and should be placed next to the street in the container provided the evening before—no later than 6:00am the day of service. Containers should be removed from the street prior to 12:00 p.m. on the day after collection.
- All locations will be picked up on Monday EXCEPT those listed below. **The streets below will be collected on FRIDAY.**

☒ McReynolds St.	☒ East & West Barrett St.	☒ Clark St.
☒ Highway 15/501	☒ N. McNeill St. (between Barrett St. & Monroe St.)	☒ Millbrooke St.
☒ Green Acres Rd.	☒ S. McNeill St. (between Rockingham St. & Monroe St.)	☒ Currie St.
☒ Rockingham St.	☒ Saunders St. (between Rockingham St. & Dowd St.)	☒ Jackson Terrace
☒ W. Saunders St.	☒ Hwy 24/27	☒ Anderson St.
☒ North & South Ray St.	☒ Simpson Rd.	☒ Isley St.

Yard Debris Pick-Up

Yard debris is picked up every other Monday morning. Visit our website or call town hall for a schedule. No burning or burying of yard debris or garbage is allowed. Guidelines are as follows:

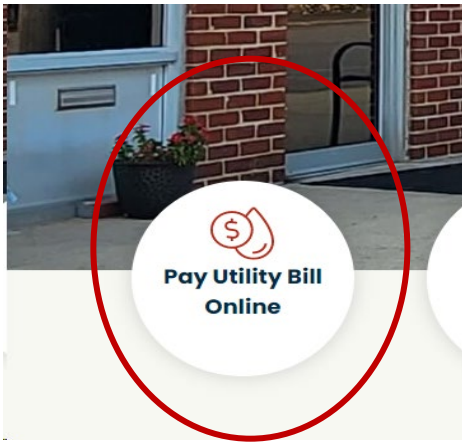
- Tree limbs no more than 6 feet in length or more than 3 inches in diameter.
- Place limbs curbside with butt ends facing the street, piled neatly, please.
- One pile per pick-up limit; no larger than 6 feet long, 5 feet wide, and 3 feet high.
- Leaves, twigs, pine needles, etc. MUST be securely bagged. **DO NOT PLACE TRASH IN THE BAGS.** Bags containing trash may not be collected.
- Maximum of 50 pounds per bag, limit 20 bags per pick-up. All refuse should be curbside by 7:00 am on the scheduled pick-up day.
- No commercially cut limbs or debris will be accepted.
- No collection shall be made from vacant lots.
- No building materials/scrap or lot clearings shall be collected from any houses, structures under construction or recently completed.
- No large rocks, tree trunks, stumps, limbs over 6 feet long or 3 inches in diameter, no furniture, mattresses, white goods, carpet or carpet padding, other heavy objects shall be collected by the Town.

Using InvoiceCloud to Pay Your New Utility Bill

First, and most importantly, **you MUST wait until you receive your FIRST BILL to set up your account.** We apologize for the inconvenience, but InvoiceCloud will not recognize your information until your first “invoice” has been processed.

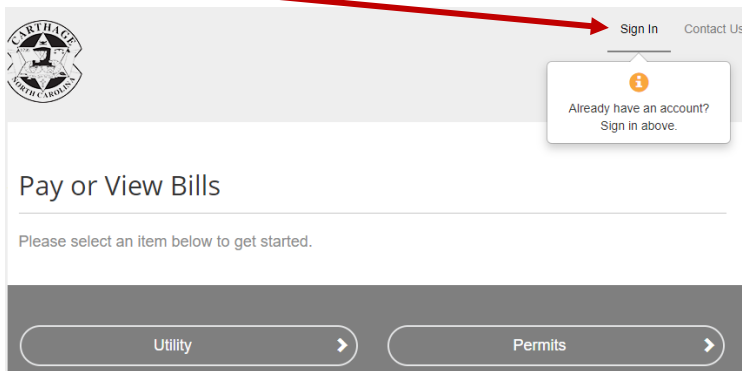
STEP ONE – Once you have received your first utility bill...

Go to www.townofcarthage.org and scroll down until you see “Pay Utility Bill Online”



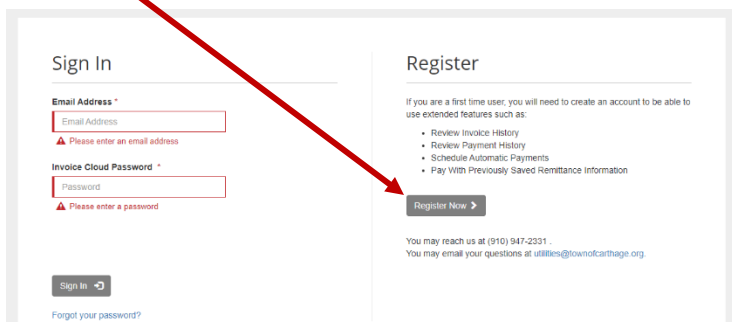
STEP TWO

Click on “Sign In.”



STEP THREE

Click on “Register Now.”



STEP FOUR – Follow the instructions for registering your account.

Once you have registered your account with Invoice Cloud, you can view your bill online, see your payment history, sign up for Auto-Draft using either a credit/debit card, PayPal, or your checking account. You can also set up reminders and pay by text or email. The convenience is amazing.

You also have the pay-by-phone option using the following number:
844-745-0332

If you have any issues, questions, or concerns please call the Town Hall at 910-947-2331 and we will be happy to assist you, or you may email our Utilities Administrator, Maria Brock directly at utilities@townofcarthage.org.

EyeOnWater Helps You Monitor Your Utility Account

EyeOnWater is a tool offered to our customers to help manage their water usage and be proactive in managing leaks and excessive water usage in your home or business.

The Customer Portal will not only allow you to see your water usage down to the minute each day, but it will also allow you to set leak alerts and high usage notifications that will allow you to avoid those high bills that can be associated with unexpected events.

As of July 1, 2023, the Town of Carthage will no longer be allowing adjustments for water leaks. Although we are not required to, we will attempt to monitor our metering system and notify customers if we detect a leak, but ultimately, it is the customer's responsibility. If you suspect a leak, you can check EyeOnWater or feel free to call the Town and speak with our Utility Administrator who can look and help determine if there is an issue.

Direction for registering for EyeOnWater are below. If you have any questions or concerns, please contact the Town Hall at 910-947-2331 or our Utilities Administrator directly at utilities@townofcarthage.org.

STEP ONE

Go to eyeonwater.com/signup

Steps to Create an EyeOnWater Account

1. Enter your account number as it appears on your water bill. Don't have a copy of your water bill? Contact your utility.

SAMPLE WATER BILL			
CUSTOMER NAME	SERVICE LOCATION	ACCOUNT NUMBER	
JOHN SMITH	123 MAIN STREET	003-00001354-8	
		DUE DATE	CURRENT CHARGE
		01/15/2017	\$45.50

2. Enter your service or billing address ZIP/Postal Code.
3. Enter and confirm your email address.
4. Create and confirm your password.
5. Read and accept the [Terms of Use](#).
6. Verify your email address in the confirmation email.
7. Enjoy using EyeOnWater!

STEP TWO

Enter your account number

NOTE: DO NOT ENTER THE LAST DASH AND NUMBER

Example: Your account number is 003-00001354-8

Enter only 003-00001354

Account Number:

Enter your Account Number

Some utilities use a customer number, others omit hyphens, trailing zeros and non-numeric characters. When in doubt, consult your utility to learn which number to use when creating an EyeOnWater account.

Service or Billing ZIP/Postal Code:

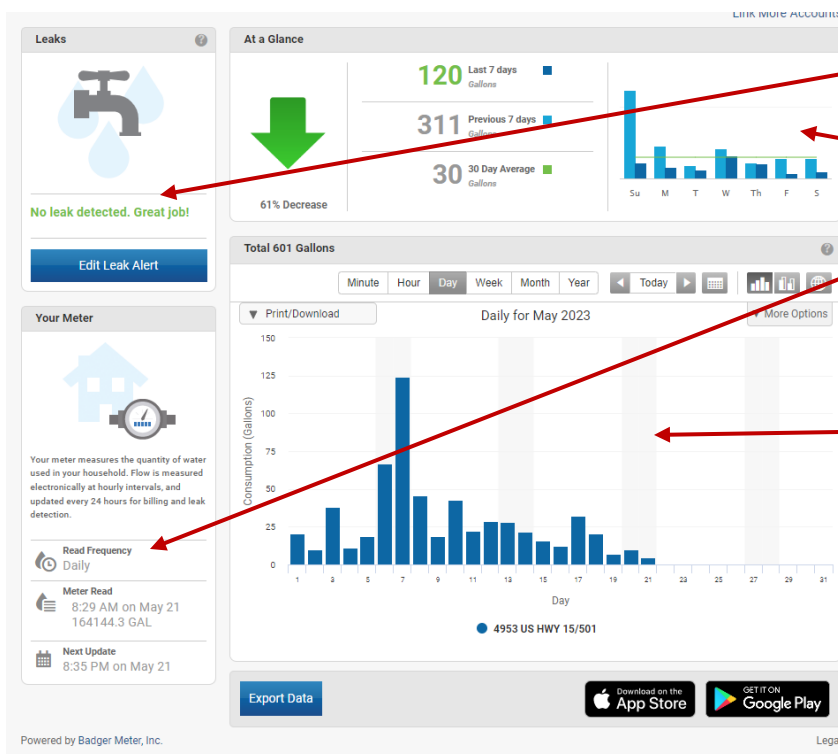
Service or Billing ZIP/Postal Code

Next

Already have an account? Sign in here.

NOTE: ENTER THE ZIP CODE FOR THE TOWN HALL

Enter only 28327



You can set Leak Alerts

See your usage comparisons

See the actual meter reading date/times

And see your usage broken down to the Year, Month, Week, Day, Hour, or minute to help pinpoint your usage highs and lows.



CodeRED™

TEXT **BUGGY**

to 99411 to
enroll in CodeRED
public safety alerts

To receive alerts about water service outages, weather emergencies, road closures, special events, and more Carthage-related information, please register for Code Red!

It's the best way to get important information when you need it!