

Billing Cycle

The Town of Mooresville uses actual meter readings to calculate water and sewer service charges. Water meters are read electronically within the first ten business days of each month. Water/sewer bills are mailed out on the last business day of each month. All payments are due by the 10th of the month.

Payment Methods

The Town accepts payment via postal mail, drop box, walk-in, on-line banking or automatic bank draft. The business office accepts payments of cash, checks, money orders, debit and credit cards. On-line banking customers should log on to the Town’s web site (www.ci.mooresville.nc.us) and click on the Utility Payment icon.

Due to Identity Theft Regulations, customers making payments by phone must have a password on file with the Town’s business office.

Past Due Notices

Each month around the 15th, the Town issues a courtesy reminder notice to water and sewer customers if a payment has not been received on their account. If you receive a reminder notice in error, contact the Business Office at 704-663-3800.

Disconnections

Accounts with an unpaid balance on the 25th day of the month are subject to a 5% late penalty fee and disconnection. Once disconnected, full payment plus a \$20 reconnection fee must be received in the Business Office at Town Hall before water service will be reinstated. There is an additional \$25 reconnection charge for a pulled meter. Service is reconnected the same day payments are received.

Rates

The Town Board of Commissioners sets the rates for water and sewer usage during the annual budget process. The Board follows North Carolina General Statutes and must provide a balanced budget, including the Utility Fund. Utility Fund (water/sewer) payments by customers fund the maintenance and operation of our water treatment plant, wastewater treatment plant, five elevated water storage tanks, water/sewer lines and sewer pump stations. New rates, if changed, are effective on the September billing cycle for usage in July.

Sewage Charges

Customers using their household water meter to irrigate lawns and gardens, fill pools or wash vehicles incur sewage charges on that water. To avoid paying sewage fees on irrigation water, customers can purchase and install a separate irrigation meter.

Town Departments

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| Business Office..... | 704-663-3800 |
| Engineering..... | 704-663-4510 |
| Employment | 704-799-4070 |
| Fire (Non-Emergency) | 704-664-1338 |
| Golf Course | 704-663-2539 |
| Winnie Hooper Center | 704-663-0033 |
| Library | 704-664-2927 |
| Charles Mack Citizen Center..... | 704-662-3334 |
| Planning | 704-662-7040 |
| Police (Non-Emergency) | 704-664-3311 |
| Recreation..... | 704-663-7026 |
| Sanitation..... | 704-664-4278 |
| Water..... | 704-663-3800 |
| Zoning..... | 704-662-3191 |

Community Resources

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| MI-Connection..... | 704-660-3840 |
| Dept. of Motor Vehicles Drivers Licenses..... | 704-664-3344 |
| Duke Energy | 1-800-777-9898 |
| Employment Security Commission..... | 704-664-4225 |
| Energy United | 704-892-0278 |
| Iredell-Statesville Schools..... | 704-872-8931 |
| Mooresville Graded School District..... | 704-664-5553 |
| M-SI Chamber of Commerce..... | 704-664-3898 |
| NC License Plate Agency | 704-663-5472 |
| NC One Call Center..... | 811 or 1-800-632-4949 |
| PSNC Energy | 1-877-776-2427 |
| Windstream..... | 1-800-347-1991 |