

Utilities - Water & Sewer Bills



Water and Sewer Accounts

The Water & Sewer Department Customer Service Office is located at 101 W. Pleasant Street, Roseboro NC 28382 (910-525-4121). It is open every business day from 8:00 am to 5:00 pm except Wednesdays hours are 12:00 pm to 5:00 pm. Applications for services, payment for services, and other service requests may be made at Town Hall.

Any customer requesting water and sewer service must be of legal age, provide all requested information on the application, and pay a \$250.00 deposit, (\$100.00 for property owners). The town may refuse to furnish utility services to a customer (including other members of the customer's

household) wherein there exists indebtedness for prior services until all such debts have been repaid. Such records are kept in Town Hall.

Any request for service connection or disconnection must be made before 1:00 pm if connection or disconnection is to be done that business day; otherwise, the connection will be done the following business day.

Water Bill Payments

Water bills are mailed on or about the last working day of the month. Any customer who has not received a bill in the first week of the new month may call the Utilities Department to inquire about his or her account balance. All bills are due by the 10th of the month. If bills are not paid by the 15th a 10% penalty is applied to the customer's account balance. If past due balances are not paid by the twentieth day of the month, a \$70.00 late fee is applied and water/sewer is disconnected on the twenty-first.

The Town of Roseboro does not enjoy having to disconnect any customer's water service due to non-payment; however, we sometimes must do so in order to maintain reasonable rates for all customers.

The Town of Roseboro does not guarantee uninterrupted service but will make every effort to restore service as soon as possible if problems should occur. In such situations, the town may exercise discretion regarding the nature of its response in restoring such service.

Effective September 12, 2017: Water meters shall not be turned on by anyone other than an authorized employee of the Town. At such locations where water service is found to be restored by someone other than an authorized employee of the Town or where the meter reading has been manually changed, a charge of \$150 shall be added to said account (additional charges for damage to equipment, loss of equipment, parts, costs of repair, etc. will be added if applicable). The meter shall be removed and water service will be terminated until all charges are paid in full. After the account is paid in full, the Town will then restore water service to the location. Such termination of service shall not terminate the obligation to pay the minimum monthly fee at said location and those charges shall continue to accrue during any period in which service is suspended.

Town of Roseboro Monthly Rate Schedule

Water - In Town

# of gallons	Monthly Rate Schedule (Effective August 1, 2023)	
0	\$15.00	\$16.00
1 - 1000	\$17.00 (prorated)	\$18.00
1001 - 2000	\$19.00 (prorated)	\$20.00
2001 - 3000	\$21.00 (prorated)	\$22.45
3001 and above	\$ 6.05 (per thousand)	\$6.45

Sewer - In-Town

# of gallons	Monthly Rate Schedule (Effective August 1, 2023)	
0	\$23.00	\$24.50
1 - 1000	\$25.00 (prorated)	\$26.75
1001 - 2000	\$27.00 (prorated)	\$28.75
2001 - 3000	\$29.00 (prorated)	\$31.00
3001 and above	\$ 7.00 (per thousand)	\$7.50

Water - Out of Town

# of gallons	Monthly Rate Schedule (Effective August 1, 2023)	
0-3000	\$35.00	\$37.45
3001 and above	\$10.65 (per thousand)	\$11.35

Sewer - Out of Town

# of gallons	Monthly Rate Schedule (Effective August 1, 2023)	
0-3000	\$42.50	\$45.45
3001 and above	\$10.65 (per thousand)	\$11.35

Garbage Collection

# of gallons	Monthly Rate Schedule (Effective August 1, 2023)	
In-Town	\$11.00 (per can)	\$12.00 per can
Out of Town	\$22.00 (per can)	\$24.00 per can
Business	\$21.00 (per can)	\$23.00 per can

Wastewater Treatment Plant

The Town's Wastewater Treatment Plant is located just outside of the Town of Roseboro's limits.

Cooking Oils and Grease

Any resident or business connected to the Town's sanitary sewer collection and treatment system is prohibited from disposing of cooking oils or grease by pouring it down the drain. Cooking oils or grease includes fats, oils, or greases of animal or vegetable origin. By disposing of grease and oils properly, you are helping to keep the sewer collection and treatment system working efficiently.

Supporting Documents

[Water & Tap Fees Effective August 1, 2023 80.81 KB](#)

[Water / Sewer Application 480.73 KB](#)