**IMPORTANT INFORMATION**

- Utility bills are due on the "Due Date" printed on the front of this bill.
- Actual usage billed is for the prior month as indicated on the bill. Bills are processed and mailed every month.
- We are not responsible for the U.S. Postal Service's failure or delay in the delivery of bills.
- **Register for paperless statements and email notifications**
- All charges must be paid monthly by the due date to keep your account current and to avoid disconnection of service.
- Account access is limited to the name(s) shown on the account. Name(s) added with written notice at no charge.
- Upon request, refundable security deposit will be applied to your account after twelve months of on-time payments.
- **View our [Annual Water Quality Report online](#)** which contains consumer information about the source and quality of your drinking water. Call 919-989-5075 for a paper report.
- **Stop Utility Services Request Form can be found online**

**Method of Payment:**

- Payment may be made by cash, check, debit card, money order, automatic bank draft, VISA, MASTERCARD or DISCOVER.
- **Automatic Bank Draft is free. [Click here for form](#)**
- [Pay online at www.jcutil.com](#)
- Pay by Phone at 1-844-845-2151
- We do not accept: post dated checks, counter checks, starter checks, or two party checks.

**Past Due / Disconnect:**

- An account is considered delinquent if payment is not received by the due date. Accounts with a previous balance due are charged a non-payment penalty of $50.00 and are subject to immediate disconnection without notice. In order to restore a service disconnected for non-payment, the entire account balance including any applied processing fees or penalty charges must be paid.
- An additional penalty of $25.00 is charged to the delinquent account if a service reconnection is requested after 5:00 p.m.

**Return Check / Draft:**

If a check/draft is returned to us for insufficient funds by your financial institution, a fee up to the amount permitted by law may be charged to your utility account and your bank account may be electronically debited or drafted for the bill amount with applicable service fees applied.

**Water Distribution Systems:**

The county is divided into two (2) water distribution systems as designated on the front of this bill.

**JOHNSON EAST** - water is treated using chlorine year-round.

**JOHNSON WEST** - water is treated using chloramines with a required period for temporarily switching to chlorine at least once per year for approximately five (5) weeks with public notice.

**Payment Locations:**

- Mail your payment using the enclosed envelope and stub to the address on the stub.
- Pay at Johnston County Public Utilities in the Johnston County Land Use Center at 309 E Market St., Smithfield, NC 27577; Monday through Friday from 8:00a.m. to 5:00p.m.
- After hours drop box is located at the parking lot entrance to the Johnston County Land Use Center. Payments placed in the drop box will be processed the next business day.

**Mandatory Year-Round Water Conservation:**

Water conservation preserves and protects our natural resources, insures the reliability of your water supply, and saves money for you and your community.

For more information on the Water Conservation Policy, please call the office at 919-989-5075 or visit: [http://www.johnstonnc.com/conservewater](http://www.johnstonnc.com/conservewater)

Operate Automatic/Non-Automatic irrigation systems or hose-end sprinklers on designated days only.

Odd Addresses = Tuesday / Thursday / Saturday

Even Addresses = Wednesday / Friday / Sunday

**NO IRRIGATION ON MONDAY**

**PENALTY CITATIONS WILL APPLY**

**Meter Tampering:**

- The meter, meter yoke, and meter box are the property of Johnston County. Damage to any part of the water delivery system will be subject to a $250 civil penalty assessed against the account.
- Any action to remove or bypass a County installed seal or lock (for services disconnected for non-payment or inactive services) or actions to obtain water without a meter installed by Johnston County will result in the assessment of this penalty to the account.
- Water services will not be restored until the account is paid in full including the assessed penalty.