

Payment of your water bill is due in our office on or before the due date located on your bill.

You may pay your bill in the following ways:

- Sign up for bank draft (ACH). Guaranteed never to have a late fee. Sign up at our office or find the form on our website.
- Your bank's online BillPay service. Allow 3-5 business days for Iredell Water to receive payment.
- By mail to PO Box 1844, Statesville, NC 28687-1844. Make all checks* payable to **IREDELL WATER CORPORATION**. Please include your account number on your check. Please never send cash through the mail.
- In person at our office located at 571 Jennings Rd. We accept cash, check, money order, VISA, MasterCard, and Discover.
- Drop-off in our night deposit box 24hrs a day. It's located beside our drive-thru window. Please only deposit checks. Envelopes are available to include your payment.
- Pay by phone 24 hours a day, via our new Interactive Voice Response System (IVR). You will need your account number. Call 877-215-5352. There is a minimal convenience fee charged by the card processor** for use of IVR.
- Pay online 24 hours a day by credit card, debit card or e-check through our online account access. You may register your account online by visiting our website at www.iredellwater.com and following the BILL PAY links. There is a minimal convenience fee charged by the card processor** for use of online payments.
- If your check or ACH payment is returned for insufficient/uncollected funds, you will be charged a fee of \$35.00, or any amount higher allowed by law. We may also electronically debit or draft your bank account for this charge.
- Auto-Pay and Text-to-pay are now available for credit cards. Auto-pay can be enabled through the online account access site. Text-to-pay can be enabled through the IVR by simply entering your phone number to receive your payment confirmation. There is a minimal convenience fee charged by the card processor** for use of these payment options.

** Iredell Water Corporation does not accept any starter checks from any bank for any account.*

***NexBillpay card processing fees: \$2.00 for online, auto-pay, text-to-pay payments. \$2.50 for IVR payments*

If the account balance is not paid in full by the due date a 10% late penalty will be added to your account. If your account remains delinquent your water service will be disconnected without any further notice. If the water service is disconnected full payment must be received to reconnect service, plus the account suspension fee, between 8:00am to 4:30pm. NO ACCOUNT WILL BE RECONNECTED AFTER BUSINESS HOURS. Payments by check are not accepted on accounts that have been disconnected for non-payment. Failure to receive bill does not excuse payment or prevent late fees or disconnection.

Tampering with a water meter is illegal. Tampering will result in a minimum \$100.00 penalty plus any additional charges incurred by Iredell Water Corporation. Iredell Water Corporation will also seek to file legal charges against anyone found to be tampering with, in any way, a water meter or cut-off.