

FRONT

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City of Conway
Utility Billing Department
1000 2nd Avenue, PO BOX 1507
CONWAY SC 29528-1507
Phone: (843) 248-1780

Office Hours: Monday-Friday 8:00 AM - 5:00 PM
www.cityofconway.com
Pay by Phone: 855-945-1753

QUESTIONS?

Email: customerservice@cityofconway.com

THIS IS YOUR MONTHLY WATER BILL
A "LATE NOTICE" WILL NOT BE SENT.

PRESORTED
FIRST CLASS
MAIL
U.S. POSTAGE
PAID
LPP
29292



P:11489 / T: / S:

CITY HALL ANNEX
PO BOX 1075
CONWAY SC 29528-1075



ACCOUNT NUMBER: 19153
ACCOUNT NAME: CITY HALL ANNEX
ADDRESS: 1000 2ND AVE

Table with columns: SERVICE FROM, SERVICE TO, READING DATE, DATE BILL MAILED, DUE DATE, METER SERIAL NUMBER, PREVIOUS READING, CURRENT READING, GALLONS USED, PIN#



CHARGES

Table listing charges: Payments (12/15/2022) \$ -258.45, Water \$ 13.34, Sewer \$ 9.43, Stormwater \$ 174.00, Sanitation \$ 56.00, Sidewalk Maintenance Fee \$ 0.00

TOTAL DUE NOW \$ 252.77
AFTER DUE DATE PAY \$ 265.41

PLEASE RETURN THIS PORTION WITH PAYMENT



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CITY HALL ANNEX
P O BOX 1075
CONWAY SC 295281075

Account Number : 19153
Due Date : 01/15/23
Total Amount Due : \$ 252.77
Amount Enclosed : \$

Make Checks Payable to: City of Conway



- No Checks
No Stamps
No Late Fees
No Problem!

Sign up for Bank Draft
Email us: customerservice@cityofconway.com
or
Sign up online for Credit Card
Auto-Pay
Paperless Billing is NOW AVAILABLE!!

CITY OF CONWAY UTILITY BILLING DEPARTMENT
PO BOX 1507
CONWAY SC 29528-1507

1915300500000252770000265410

TERMS OF SERVICE

Bills are mailed the 1st of each month and are due by the 15th. Failure to receive a bill does not relieve you of your responsibility to pay by the due date. Current charges are due and payable as of the due date. All previous balances are due immediately. Nonpayment can result in additional charges and disconnection of service without further notice.

Delinquent Bill: After the 15th of the month the bill is delinquent and a penalty of 5% will be charged to your account.

When paying by check or money order, include your **account number** and make payable to City of Conway.

Items returned for insufficient funds (NSF) will be charged a **\$30 NSF fee.**

PAYMENT OPTIONS

- (1) **PAY ONLINE** – Log onto our website (www.cityofconway.com) and pay with Visa, MasterCard, or Discover.
- (2) **AUTOMATED PHONE PAYMENTS** – Call (855) 945-1753.
- (3) **ACH BANK DRAFT** – Complete a Bank Authorization Form and attach a voided check. Contact our Customer Service Department for more information (843) 248-1780.
- (4) **BY MAIL** – Please enclose your payment stub with your check or money order in the return envelope.
- (5) **OUR OFFICE** – Located at 1000 2nd Avenue. Use our drop box located in our drive-thru anytime, day or night.
- (6) **CONWAY NATIONAL BANK** – Payments can be made at any CNB location. You must have your bill to make a payment.

METER OBSTRUCTION

If we are unable to read a meter due to an obstruction (e.g., parked vehicle, leaves, shrubbery, locked fence), we will estimate the meter reading with the possibility of disconnect if the obstruction is not rectified.

METER TAMPERING

UTILITY THEFT IS A CRIME. It is unlawful for any unauthorized person to alter, tamper with, or bypass a meter which has been installed for the purpose of measuring the use of a utility service. This includes unauthorized reconnection of service. Any service which is found to have been tampered with or reconnected in an unlawful manner is subject to immediate disconnection and possible legal action.

CUSTOMER COMMENT

If you have questions about your bill, you may visit our office or call Customer Service at (843) 248-1780. Filing a complaint or concern does not waive your responsibility to pay by the due date.

After Hours Emergency – (843) 248-1770

Main Line Repairs, Sewer Backups & Water Quality Issues – (843) 248-1770

Roll Out Cart, Recycling Bin, & Yard Debris Issues – (843) 248-1730