



## Welcome to Onslow Water and Sewer Authority

Thank you for being our customer. The following information serves to answer some frequently asked questions. Should you have any other questions, please do not hesitate to contact the Customer Service Department at (910)455-0722 or online through the Customer Portal at [www.ONWASA.com](http://www.ONWASA.com)

### **Billing**

Meters will be read and the usage billed to the customer each month. A monthly bill is generated and sent to the customer with any applicable due dates. The first bill will generate 30-45 days after connection. Each account is charged a base charge and usage charges for any services supplied. A detailed rate and fee schedule is available for review at [www.ONWASA.com](http://www.ONWASA.com)

Bill Payments, automatic payment drafting, electronic billing options, and general account management is available through the Customer Portal at [www.ONWASA.com](http://www.ONWASA.com).

ONWASA accepts cash, checks, debit cards, money order, VISA, Discover, and MasterCard in person at the following locations:

<b>Main Office</b>	<b>Richlands Town Hall</b>	<b>Holly Ridge Town Hall</b>	<b>Swansboro Town Hall</b>
228 Georgetown Rd	302 S Wilmington St	212 Dyson St	601 W. Corbett Ave
Jacksonville, NC 28540	Richlands, NC 28574	Holly Ridge, NC 28445	Swansboro, NC 28584
PH: (910) 455-0722	PH: (910) 324-3301	PH: (910) 329-7081	PH:(910) 326-4428
Hours of Operation Monday - Friday 8:00am -5:00 pm	Hours of Operation Monday - Friday 8:00am -5:00 pm	Hours of Operation Monday - Friday 8:00am -5:00 pm	Hours of Operation Monday –Thursday 8:00am – 5:00pm Friday 8:00am – 1:00pm

Each ONWASA office has a conveniently located drop box for payments. Please note, ONWASA does not recommend placing cash in drop boxes.

ONWASA offers a free automated telephone payment option by calling 1-877-302-2787. Please have your account number ready before calling. MasterCard, Visa, and Discover accepted.

**Please read the printed information on the front & back of your bill each month as statements include important notifications and information for our customers.**

### **Connection Fee**

A connection fee of \$35 is charged at the creation or reactivation of any metered service with ONWASA. A meter reading taken at the service location is required for connection of services, whether services are currently active, services are being transferred between account holders, or if the meter must be activated.

### **Other Service Providers**

ONWASA bills for sewer and garbage for other service providers. See Table 1 for list of service providers. Please contact your service provider for billing or scheduling concerns.



**Table 1. Sewer and Garbage Providers**

Sewer Providers		Garbage Providers	
Aqua	(877) 987-2782	Town of Holly Ridge	(910) 329 -7081
Blue Creek Utilities	(910) 554-7457	Town of Richlands	(910) 324- 3301
Carolina Water Service Inc.	(800) 272-1919	Town of Swansboro	(910) 326- 4428
City of Jacksonville	(910) 938-5248	Town of North Topsail Beach	(910) 328- 1349 (800) 687- 7092
Old North State Water Co.	(877) 511-2911	Town of Surf City	(910) 328- 4131
Pluris	(910) 327-0349		
Scientific Water and Sewer	(910) 455-3743		
Town of Surf City	(910) 328-4131		
White Oak Landing HOA	(910) 326-2943		

**Deposit Requirements**

All water accounts shall be required to pay a deposit. Currently the minimum residential deposit is \$100.00 and commercial account deposit amounts are available upon request. Deposits are required at the time of service and/or for each meter installation in addition to any tap fees or other charges. Residential deposits are charged per service provided by ONWASA. A deposit of record will also be required prior to restoration of service on any account terminated for non-payment. Deposits are refundable within the initial three years of service after service has been terminated and settlement of any balance. Deposits will be refunded to customers by the deposit being applied to the customer's account after three years of good payment record. **There is no interest paid on deposits when refunded or applied to an account.**

**Extensions on bill payments**

To request a payment arrangement, please contact Customer Service at (910)455-0722.

**Requesting Disconnection of Service**

Request for disconnection of service must be received at least 24 hours prior to the requested disconnection date. Disconnection of service requests can be made at one of our offices, online through the Customer Portal, or by calling Customer Service at (910)455-0722.

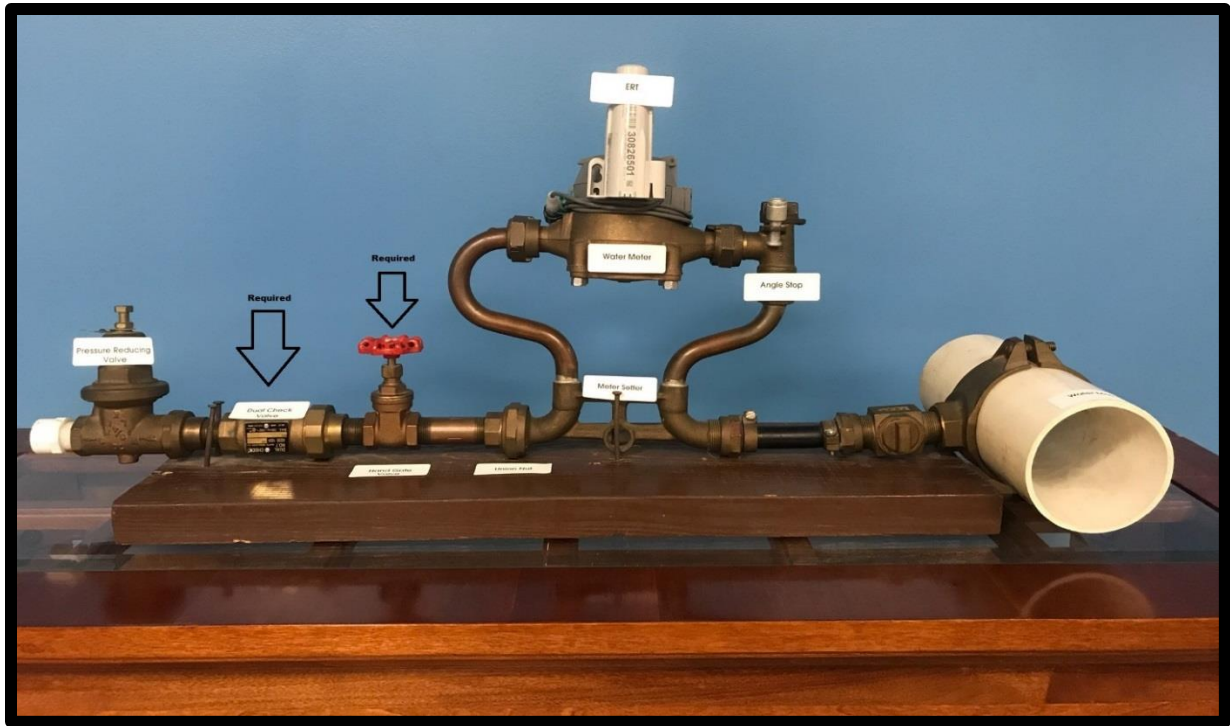
**Water Quality Reports**

To view recent water quality reports, please visit [www.ONWASA.com](http://www.ONWASA.com) and click About Us, Forms, Applications, Reports.

**Valve Requirements**

Customers are required to have the required valves in place at installation or connection. Figure 1 depicts the typical meter diagram for your reference.

**Figure 1. Meter Diagram**





**Figure 2. Required Valves Model**

