

Due to unforeseen circumstances, the lobby of our main office building 228 Georgetown Road will be closed beginning tomorrow, May 27, 2022 through Tuesday, May 31, 2022.

We have a drive-thru that will remain open 8-5 M-F. The drive-thru can accept all forms of payments. The drive-thru is located at 228 Georgetown Road, Jacksonville. Please note we are closed on Monday, May 30, 2022 in observance of Memorial Day.

Same day appointments can be scheduled by calling (910) 455-0722.

Free payments may be made by phone with credit or debit cards at 1-877-302-2787

ONWASA has worked with our utility partner JOEMC to expand payment kiosk options. Using your account number, customers can make free payments at two automated kiosk locations. They are located at:

- Jones Onslow EMC Kiosk at 259 Western Blvd, Jacksonville
- Jones Onslow EMC Kiosk at 1225 NC Hwy 210, Sneads Ferry

ONWASA continues to offer many services online! Go to ONWASA.COM to:

- Establish a New Service
- Make a request to disconnect service
- Set up an account draft to a bank account or card
- Make a free payment online
- Inquire about leaks or water quality
- If you have any billing or other questions

Customers can simply call ONWASA for help at 910-455-0722, 8-5, M-F. We can:

- Answer any billing or other questions
- Establish a New Service
- Take care of your request to disconnect service
- Answer questions about leaks or water quality