

ONWASA Pluris Acquisition Customer FAQ

When is the acquisition complete? The ONWASA acquisition was completed on November 9th, 2023.

Who do I contact if I have an issue with my service? Please contact ONWASA at www.ONWASA.com or by calling 910-455-0722 for any questions regarding your service going forward.

Will I still receive two statements? Customers will receive one statement including both water and sewer services from ONWASA for the services after November 9th, 2023.

Will my cost for sewer change? In accordance with North Carolina General Statutes, ONWASA must charge the same rates and fees for all of our customers. With that being said, your billing for sewer services will be added to your ONWASA water bill just as all our other ONWASA water and sewer customers. Your sewer bill will consist of a fixed base fee depending on your meter size in addition to a volumetric fee that is calculated based on your ONWASA water meter reading. For accounts with multi users, you will see multiple 3/4" base fees for the total number of users being served. For a complete ONWASA rate and fee schedule please visit our website at this link: <https://www.onwasa.com/DocumentCenter/View/3228/FY24-Approved-Fee-and-Rate-Schedule?bidId=>

When will I receive my first statement for ONWASA sewer? Customers will receive their first ONWASA statement including sewer on the January statement.

Who do I pay going forward? Please pay the statement to the issuing organization. The final statement(s) from Pluris, LLC should be paid to Pluris, LLC. Statements issued by ONWASA should be paid to ONWASA. Payment options can be found at the ONWASA website at this link: <https://www.onwasa.com/170/Free-Bill-Pay-Options>

Will my services be interrupted during this transition? Your sewer services will not be interrupted during this transition.

Why did ONWASA acquire Pluris? After many months of review and evaluation, the ONWASA Board and leadership decided this acquisition was in the best interest of our current and future customers as it helps us to provide the best and most effective and efficient wastewater services to our customers

What do I need to do to receive my statements? ONWASA will use your current statement preferences for mailing or digital delivery. The best measure to ensure consistent communication is to be sure your contact information is up to date with ONWASA.

I have a deposit on file for my Pluris account. Will that deposit transfer to ONWASA? No, please contact Pluris at 888-758-7471 with any questions regarding your deposit paid to Pluris.