

Utility Disconnects-

Frequently Asked Questions

1. Why was my water turned off?

If you have not paid your utility bill in full then it could result in an interruption in your water service. Bills are due on the 16th of each month and late fees are applied to all accounts not paid on or before the stated due date by the close of business. The service cut-off date is the 24th of each month. Bills not paid in full by 9 a.m. on the cut-off date may cause an interruption in service. An additional fee of \$30 will also be applied to the account balance. All outstanding charges and fees **must be paid** before service is reinstated.

2. I did not receive my bill in the mail this month. Why did I receive a late fee or have my service cut off if I didn't know the amount or when it was due?

Utility bills are mailed monthly and payments are always due on the 16th of each month. The service cut-off date is the 24th of each month. The Town is not responsible for any delays to the delivery of your bill and failure to receive a bill does not entitle the customer to pay without penalty. Utility customers can find their account balance or status by calling the Town's customer service line at (803) 547-2034.

There are also several ways to pay your bill. The first, and simplest, is the Town's customer payment portal. The My Gov Hub portal is accessible from the "Online Bill Pay" tab found at <https://www.fortmillsc.gov/414/Billing-Customer-Service> or under the "How Do I" tab at the top of the Town's website: www.fortmillsc.gov. Instructions for using the portal are included on the website.

There are also several other ways you can pay your utility bill:

- 1) **By Mail**- Just enclose the top portion of your bill with your check or money order, but remember postmarks won't be honored.
- 2) **In Person**- Bring your bill and payment with you to Town Hall, 200 Tom Hall St.

- 3) **By Phone-** Call (803) 752-3021 and choose Option 2. You will need your Utility Account number. You can pay by credit card, but please remember there is a 3% fee.
- 4) **Night Drop-off-**Drop your payment in the slot in our drive through at Town Hall.
- 5) **Bank Draft-** Complete the information on your bill, attach a voided check and return to the Business Office at Town Hall.

3. My account has a very high balance and there is no way I can pay it all at one time. Can you help me?

Please contact the Town's customer service line at (803) 547-2034 to speak with a manager and see if arrangements can be made.

4. My account has been behind for a long time. Why are you now deciding to turn my water service off?

The Town of Fort Mill paused water disconnects in 2020 during the pandemic to help ease any burdens on customers during that difficult time. Since that time, the Town has allowed customers time to recover financially, but now must return to its normal operating procedures.