



Pender County Utilities Online Bill Pay

Beginning December 1st, 2017, Pender County Utilities customers will be able to pay their water bill online!! Follow the steps below to pay online with a Credit or Debit card:

Step 1: Visit the Pender County Home page at www.pendercountync.gov

I want to...


- FILL OUT APPLICATION FOR PUBLIC USE OF COUNTY FACILITIES**
- VIEW BOARD MEETING AGENDAS AND MINUTES**
- VIEW EMPLOYMENT OPPORTUNITIES**
- VIEW MEETING LIVE STREAM**
- VIEW/PAY MY TAXES ONLINE**
- VIEW/PAY MY UTILITIES BILL ONLINE**
- VIEW ALL OPEN RFPS AND BIDS**
- VIEW ALL PENDER COUNTY BOARDS, COMMITTEES, AND COMMISSIONS**

Visit the Pender County Home Page and click here or visit:
<https://ess.pendercountync.gov/MSS/citizens/UtilityBilling/Default.aspx>

- Under the 'I Want to....' section, click on the View/Pay my Utilities Bill online link. This will take you to the Utility Billing webpage.



Step 2: Once you are at the Utility Billing page, enter your Account Number and Customer ID:


ADMINISTRATOR ▾

[Home](#)
[Citizen Self Service](#)
[Utility Billing](#)
[Accounts](#)
[Contact Us](#)

Utility Billing

You will find your six-digit account number and customer number located under the service address. Example: 123456 and 00011 in the Customer Number field. If you have any questions regarding your account number or customer number, please contact the Utility Billing office at 910-259-1570. Be sure to check the remember these values box below. Note: All payments made online will be processed the following business day. Please do not pay your bill online if your water has been shut off. Please call (910) 259-1570 and speak with a Customer Service Representative.

Account Number*
Customer ID *
☐ Remember these values

- You can locate your Account Number and Customer ID on your billing statement directly beneath the Service Address.

SERVICE ADDRESS: <u>ServiceLocation</u>					
<u>ACCOUNT NUMBER</u>	<u>CUSTOMER NUMBER</u>	<u>BILL DATE</u>	<u>CURRENT CHARGES DUE BY</u>		<u>CUTOFF DATE</u>
<u>UtilityBillingAccountNumb</u>	<u>Customer Number</u>	<u>BillDate</u>	<u>DueDate</u>		<u>ShutOffDate</u>
<u>SERVICE PERIOD</u>	<u>DAYS</u>	<u>METER NUMBER</u>	<u>CURRENT</u>	<u>PREVIOUS</u>	<u>USAGE</u>
<u>PreviousReadDate - CurrentRea</u>	<u>UsageDay</u>	<u>MeterNumber</u>	<u>CurrentReading</u>	<u>PreviousReading</u>	<u>BilledUsage</u>
<u>CODE</u>	<u>SERVICE DESCRIPTION</u>				<u>CHARGE</u>
<u>ChargeC</u>	<u>ChargeDescription</u>				\$0.00
Total Current Charges					\$0.00
Unpaid Previous Balance					\$0.00
Total Due					\$0.00



Step 3: Once you have located your account using the search, select the Manage Bills link to choose which bill/bills you would like to pay.

Customer Name	Service Address	Account Number	Customer ID	Parcel ID	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Manage Bills

- Select which bill / bills you would like to make payment for by clicking the check box beside the bill number. (1)
- Once you have selected your bill, click the pay button. (2)

Bill	Bill Date	Pay By	Charges	Balance Due
<input checked="" type="checkbox"/> [REDACTED]	11/1/2017	12/14/2017	\$40.05	\$40.05

Total Due: \$40.05

[Pay](#)

select bills you would like to pay now, then click "Pay"



- Verify Your Details and click Continue

[Home](#)
[Citizen Self Service](#)
[Utility Billing](#)
[Manage Bills](#)
[Account Summary](#)

Pay Bills

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2018	11/1/2017	██████	11/15/2017	\$40.05	\$40.05	\$ <input type="text" value="40.05"/>

Step 4: Once you click Continue, you will be redirected to BridgePay to enter your Credit or Debit Card information and complete to payment process.

- On the Billing Information Screen, Enter your payment details and select your method then click Make Payment.

BILLING INFORMATION

Time left: 9 minutes, and 57 seconds

(Must match the billing address for your credit card)

Name:

Address:

Address:

City:

State / Zip: /

Phone:

Email:

Total:


PAYMENT INFORMATION

Payment Method:

Powered by [Bridgepay Network Solutions.](#)



- Once payment is successfully completed, an email will be sent to the email address referenced in the Billing Information advising that the payment has been processed. Please ensure that you print this receipt for your records.

**BridgePay**
NETWORK SOLUTIONS
Pender County Utilities-Web

Your payment was successfully processed. Please print this receipt for your records.

Payment Details

Total Amount:	1.00
Description:	Total
Invoice No.:	729652
Auth code:	002156

Click [here](#) to return to Pender County Utilities-Web

- Please Note: While it is not required to pay your Utilities Bill online, creating an account will give you the ability to view your specific account information and usage history.

Utility Billing Consumption History

[Return to Account Summary](#)

RESIDENTIAL - ROCKY POINT

Read Date	Days	Usage (GALLONS)
10/10/2017	27	1930
9/13/2017	28	220
8/16/2017	35	910
3/10/2016	486	172700
11/10/2014	0	45740

