

HCDPU Payment Options for Water / Sewer Bills

- **Online:** Payments can be made during and after business hours online through our website at <http://www.harnett.org/utilities>. Click on Public Utilities Online Services to be directed to Click2Gov to access account information and payments options using Visa, Master Card, and Discover. Your initial visit will require you to provide specific information from your current utility bill in order to establish a Personal Identification Number (PIN). Once this is accomplished, you can view present or past usage and billing information as well as pay your monthly bill with a credit or debit card. You can also sign up for eBilling and Auto Pay. Auto Pay allows you to set up your Visa, Master Card, or Discover card to be automatically charged each month.
- **Phone:** Payments can be made during and after business hours by using our automated phone system using your Visa, Master Card, or Discover card by calling 910-893-7575. Choose option 1 for account information, you must enter your account number and then follow the automated instructions.
- **Bank Draft:** Bank drafting from your checking or savings account is available. We need a completed Bank Draft Authorization form and a voided blank check or savings deposit slip. You can obtain the authorization form and instructions on our website, under “Public Utility Forms”.
- **Online Banking:** Payments can be made from your personal online banking service. Please make sure your account number is entered in your computer system the same as on your bill including the hyphen. Example 123456-12345. Our business name can be set up as HCDPU. Please have payments mailed to PO Box 1119 Lillington NC 27546.
- **Mail:** Payments can be mailed using the return envelope enclosed with your monthly bill along with the payment stub which is the bottom portion of the water bill. Payments without the payment stub should be mailed to PO Box 1119 Lillington NC 27546 with the account number written on the check.
- **Drop Box:** Payments can be left in our drop box after business hours at our office located at 700 McKinney Parkway Lillington. Payments will be posted the next business day.

These payment options should not be used to establish new water services. Please refer to instructions to open a water/sewer account under “Public Utility Important Instructions”.