

## *NEW OWNER INFORMATION*

**WATER & GARBAGE BILLING** – The Town bills for these services on a monthly basis. Meters are read on the first of every month. Bills may be drafted from bank account should you choose to do so.

**HURRICANE RE-ENTRY STICKERS:** Two stickers are provided for each property owner. Should you not have a sticker in the event that you need it a current water bill, tax receipt, cable TV bills, and other items with the name and address of the property may be used also.

**ACCOMMODATIONS TAX** – 6% of gross rentals should be remitted to the Town by the 15<sup>th</sup> of the following month on a form we will provide to you.

**PROPERTY TAXES** – Please check with the closing attorney or your closing statement to be sure who is responsible for taxes for the current year, even if you purchased the property during the year. The property will be listed in your name January 1.

**WEB SITE** – The Town's web site, [www.topsailbeach.org](http://www.topsailbeach.org) contains current information, minutes of recent Board meetings and the Town Ordinances.

**MASS COMMUNICATION SYSTEM** – (the "Mayors Message") Important messages may be sent to you via phone or email. If you wish to sign up for this service, please visit the website or call (910) 328-5841.

### TELEPHONE NUMBERS

Town Hall: 910-328-5841

Water Department after hours: 910-328-4851 (you will speak to a dispatcher who will contact water department)

Police Department: 910-328-4851 (Emergencies: 911)

Centurylink: (telephone service): 800-475-7526

Jones Onslow EMC (electric service): 910-353-1940

Chamber of Commerce: 910-329-4446

Charter Communications: (cable) 877-304-2364

## **WATER BILLING GENERAL INFORMATION**

The Town of Topsail Beach always mails utility bills out on the last day of the month (or closest business day to the last day) and bills are always due the 25th. We have several options available to you to ensure that you can pay your utility bill by the 25th, regardless of the actual bill. The first, and easiest, is to set your account up on bank draft. The Town will process our accounts set up on bank draft around the 23rd of the month and apply your payment to your account before we assess late fees. This must be done through a checking or savings account and the application can be found on our website or by clicking on the following link: [BANK DRAFT APPLICATION](#), this can be returned via mail service or emailed to [jbeard@topsailbeachnc.gov](mailto:jbeard@topsailbeachnc.gov).

The second option is to create an account on our on-line bill pay system which can be found on the homepage of our website: [topsailbeachnc.gov](http://topsailbeachnc.gov). This link is intended for people who would like to use a credit card to pay their utility bill. However, if you do not wish to pay with a credit card, you can still use this link to look up your balance owed and mail in your payment. Additionally, when you create your account you can select an option to receive an email notification when your new bill is processed.

Finally, if these are not reasonable options for you, the Town suggests that if you have not received your utility bill by the 10th of the month please call us at (910)328-5841 and we will be happy to assist you over the phone.

**Water Department of Topsail Beach**

**820 S. Anderson Blvd, Topsail Beach, NC 28445**

**(910) 328-5841 ~ Fax (910) 328-1560 ~ Email: [jbeard@topsailbeachnc.gov](mailto:jbeard@topsailbeachnc.gov)**

The Town of Topsail Beach Water Department is pleased to announce Bank Drafting. Having your Water & Garbage bill paid by Automatic Draft can save time, worry and money. Accounts will be drafted on or about the 23rd of each billing month. Customers using this service will continue to receive a monthly statement. There will be a notation on the statement indicating that the bill is to be paid by bank draft. Authorizing the bank draft does not constitute a waiver of your right to contest any disputed amounts on your bill.

IN ORDER TO SIGN UP, SEND:

1. A Check or photocopy of a check with the word "void" written across the front.
2. The form below completed and signed.

**AUTOMATIC DRAFT AUTHORIZATION**

Name: \_\_\_\_\_ Daytime phone #: \_\_\_\_\_

Service Address: \_\_\_\_\_

Routing #: \_\_\_\_\_

Bank Account #: \_\_\_\_\_

Account Type:   Checking \_\_\_\_\_                      Savings \_\_\_\_\_

I hereby authorize the Town of Topsail Beach to draft my bank account monthly for my Water/Garbage Bill.

Sign here: \_\_\_\_\_ Date: \_\_\_\_\_

*The words Bank Draft, printed on the left-hand side of the bill under "Summary of Charges", will confirm that your account will be drafted on or about the 23rd of the month.*

***The following is an explanation of the Town's policies relating to trash pick-up:***

- *Regular trash pick-up occurs on Monday mornings, except during the summer season (between the week of Memorial Day and the week after Labor Day), when trash is picked up on Monday and Thursday mornings.*
- *Only household trash/garbage is to be deposited in the trash carts provided by the town. No yard trimmings or wooden construction type debris should be put in those containers at any time.*
- *Each residence and business is provided with one trash cart. Seasonal rental homes are required to have two carts at an extra charge for the cart and for pick-up. Others may request one extra cart at the same additional charges. Businesses that have more trash than can be handled by two carts are required to rent a dumpster from a private trash contractor.*
- *Trash carts should be placed at the roadside (at least three feet from the pavement) for pick-up no later than 7:00 AM and should be moved back to the house or business by sundown. If the owner or resident is unable to move the cart back to the house, arrangements should be made for someone else to move it.*
- *Homeowners/residents are responsible for their assigned carts and will incur a charge if the Town is asked to replace a missing cart. Carts that are damaged due to normal wear and tear will be repaired or replaced at no charge. Charges for materials and time will be assessed for repair of carts that are damaged due to negligence.*
- *Vegetative debris and large household items are picked up the first Friday of every month. These items should be left at or near the area where regular trash is picked up no more than one week before the scheduled pick-up day. Yard waste should not be bagged, but piled near the edge of the street. Limbs should be no more than four feet long. Wooden construction materials, whether from new construction or from remodeling, are not included in this special pick-up.*



# TOPSAIL BEACH BULK ITEM PICK-UP



**WHEN:** The First Friday of every month. Please refrain from setting items out longer than a week in advance of pick up.

**WHERE:** Please set items out in the Right-of-Way (ROW) directly in front of your home the night before to ensure they get picked up. **Placing your debris on street corners, in front of vacant lots, or other lots not owned by you is considered illegal dumping and could result in a fine.**



**WHAT:** **Yard waste** – should not be bagged but piled near the edge of the street. Limbs should be no more than four feet long and no wider than 4” in diameter. Please remember vegetative debris pick-up is designed for lawn clippings, leaves and trimmings of trees and shrubs, not for large or contracted projects. **Yard waste must be piled separately from other bulk items.**



**Bulk Items** – such as furniture, \* appliances and mattresses (limit ONE mattress set (2 pieces) per household) are included in the bulk item pick up. NOTE\* appliances with a door (refrigerator, stove, dishwasher etc.) must be taped shut.



**Electronic Waste** such as monitors, cell phones, televisions etc. will be picked up.

**Hazardous Waste** – ONLY paint cans that are open and dried



## **NO CONSTRUCTION MATERIAL/DEBRIS WILL BE PICKED UP**

lumber, decking, vinyl siding, windows, doors, cabinets, toilets, sinks, bricks, concrete etc. whether from new construction or replacement, are **NOT** included in the bulk pick up and will not be collected.



Construction Debris can be taken to the Transfer Station in Pender County. You can contact them at 910-270-5011 to find out what items they accept and their rates.