



Town of Carthage

4396 Hwy 15/501 • Carthage, NC 28327

Phone: 910.947.2331 • Fax: 910.947.3079

www.TownofCarthage.org

Email: Utilities@TownofCarthage.org

WATER SERVICE APPLICATION

Are you the homeowner or tenant? Owner Tenant

Is this a Business Account? Yes **Name of Business:** _____

FOR OFFICE USE ONLY
Account #: _____

Customer Name		Service Start Date	
Service Address		Mailing Address (if different)	
Email Address		*Social Security Number	
Driver's License Number & State issued from		**Race	**Latino <input type="checkbox"/> Yes <input type="checkbox"/> No
			**Non-Latino <input type="checkbox"/> Yes <input type="checkbox"/> No
Cell Phone	Home Phone	Work Phone	

REQUIRED DOCUMENTATION:

Owners

1. Proof of ownership (i.e. mortgage statement, Deed, loan settlement cover page).
2. Driver's License

Renters

1. Copy of lease or renter's agreement
2. Driver's License
3. \$100 Security Deposit

AUTO-DRAFT (optional): Payments can be automatically drafted out of your account using a checking account, debit/credit card, or PayPal account. ***This can be set up AFTER YOU RECEIVE YOUR FIRST BILL BY REGISTERING FOR INVOICE CLOUD. (Instructions are attached).*** All auto-draft payments are drafted on the 25th of each month unless that date falls on a weekend or holiday; then it will be the first business day after.

Customer Signature: _____ Date: _____

LANDLORD INFORMATION IF SERVICE ADDRESS IS A RENTAL

Property Owner Name: _____ Phone Number: _____

FOR OFFICE USE ONLY	
Date Service Turned On: _____	Deposit Paid: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A Rec. By: _____
	<input type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> Debit/Credit

* Providing this number is voluntary. G.S. 105A-3© authorizes the Town of Carthage to obtain a Social Security number from any person for whom the town provides any service and whom the town can foresee may become a debtor. This number will be used only if necessary in the collection of any debt owed to the Town of Carthage.

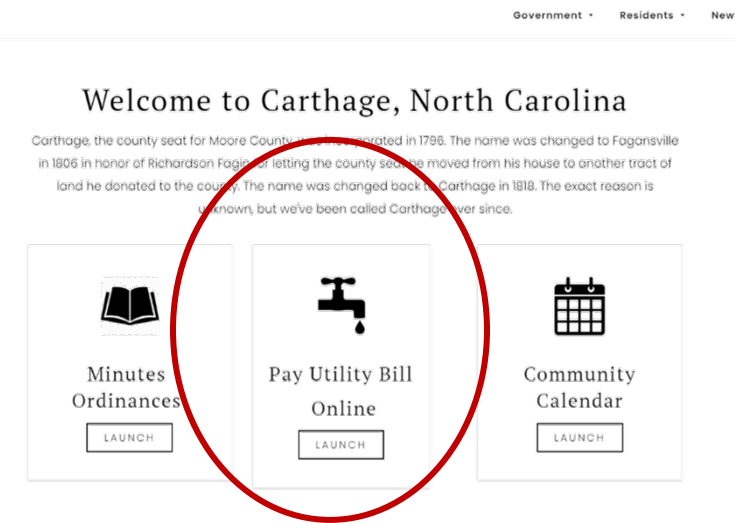
** Providing this information is voluntary.

Using InvoiceCloud to Pay Your New Utility Bill

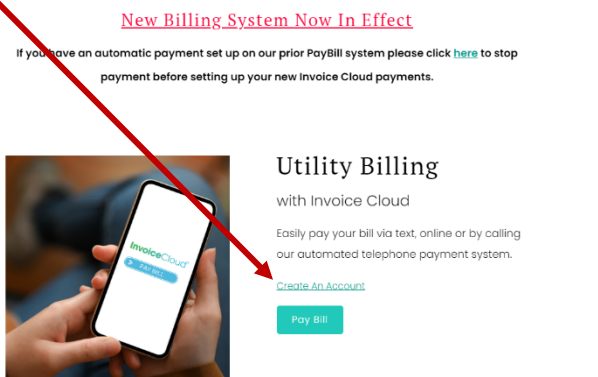
First, and most importantly, **you MUST wait until you receive your FIRST BILL to set up your account.** We apologize for the inconvenience, but InvoiceCloud will not recognize your information until your first “invoice” has been processed.

STEP ONE – Once you have received your first utility bill...

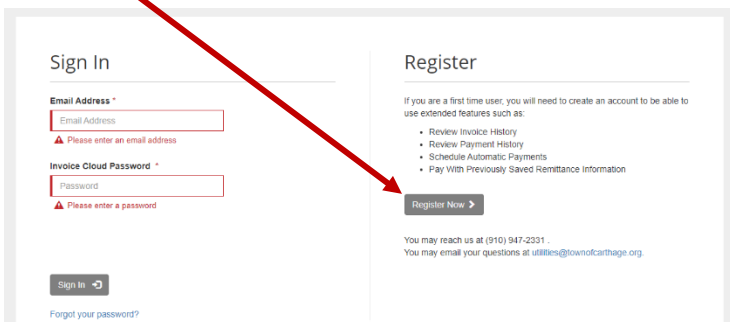
Go to www.townofcarthage.org and scroll down until you see “Pay Utility Bill Online”



STEP TWO
Click on “Create An Account.”



STEP THREE
Click on “Register Now.”



STEP FOUR – Follow the instructions for registering your account.

Once you have registered your account with Invoice Cloud, you can view your bill online, see your payment history, sign up for Auto-Draft using either a credit/debit card, PayPal, or your checking account. You can also set up reminders and pay by text or email. The convenience is amazing.

You also have the pay-by-phone option using the following number:

844-745-0332

If you have any issues, questions, or concerns please call the Town Hall at 910-947-2331 and we will be happy to assist you, or you may email our Utilities Administrator, Maria Brock directly at utilities@townofcarthage.org.

EyeOnWater Helps You Monitor Your

Last updated: 8-25-2023

Utility Account

EyeOnWater is a tool offered to our customers to help manage their water usage and be proactive in managing leaks and excessive water usage in your home or business.

The Customer Portal will not only allow you to see your water usage down to the minute each day, but it will also allow you to set leak alerts and high usage notifications that will allow you to avoid those high bills that can be associated with unexpected events.

As of July 1, 2023, the Town of Carthage will no longer be allowing adjustments for water leaks. Although we are not required to, we will attempt to monitor our metering system and notify customers if we detect a leak, but ultimately, it is the customer's responsibility. If you suspect a leak, you can check EyeOnWater or feel free to call the Town and speak with our Utility Administrator who can look and help determine if there is an issue.

Direction for registering for EyeOnWater are below. If you have any questions or concerns, please contact the Town Hall at 910-947-2331 or our Utilities Administrator directly at utilities@townofcarthage.org.

STEP ONE

Go to eyeonwater.com/signup

Steps to Create an EyeOnWater Account

1. Enter your account number as it appears on your water bill. Don't have a copy of your water bill? Contact your utility.

SAMPLE WATER BILL			
CUSTOMER NAME	SERVICE LOCATION	ACCOUNT NUMBER	
JOHN SMITH	123 MAIN STREET	0000000000	
DUE DATE		CURRENT CHARGES	
01/15/2017		\$45.50	

2. Enter your service or billing address ZIP/Postal Code.
3. Enter and confirm your email address.
4. Create and confirm your password.
5. Read and accept the [Terms of Use](#).
6. Verify your email address in the confirmation email.
7. Enjoy using EyeOnWater!

STEP TWO

Enter your account number

NOTE: DO NOT ENTER THE LAST DASH AND NUMBER

Example: Your account number is 003-00001354-8

Enter only 003-00001354

NOTE: ENTER THE ZIP CODE FOR THE TOWN HALL

Enter only 28327

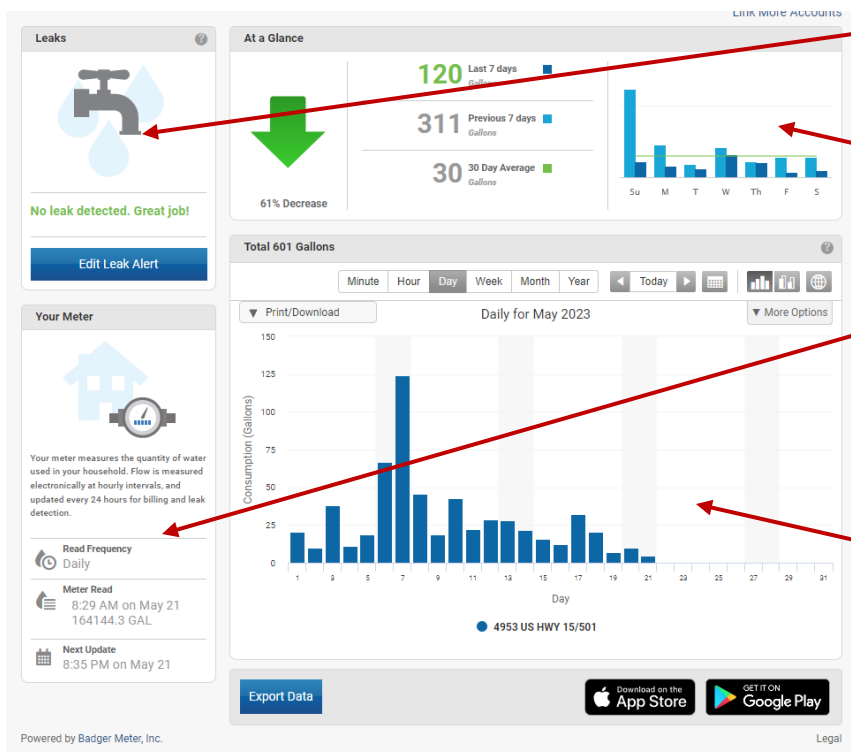
Account Number:

Some utilities use a customer number, others omit hyphens, trailing zeros and non-numeric characters. When in doubt, consult your utility to learn which number to use when creating an EyeOnWater account.

Service or Billing ZIP/Postal Code:

Next

Already have an account? Sign in here.



You can set Leak Alerts

See your usage comparisons

See the actual meter reading date/times

And see your usage broken down to the Year, Month, Week, Day, Hour, or minute to help pinpoint your usage highs and lows.