



# TOWN OF CLAYTON

Utilities & Billing/Customer Service  
111 E. Second Street, Clayton, NC 27520  
P.O. Box 879, Clayton, NC 27528  
Phone: 919-553-5002  
Fax: 919-553-0719  
utilities@townofclaytonnc.org

## YOUR UTILITIES & BILLING AT A GLANCE

### Payment options

- **Bank Draft:** FREE! Never have a late fee or penalty again!
- **Online:** Click here to pay by credit or debit card online at [TownofClaytonNC.org](http://TownofClaytonNC.org). Save time, save gas, save a stamp! There is a small convenience fee of \$3.95 for this service.
- **Mail:** Slip your payment in the envelope provided and send to P.O. Box 63024, Charlotte, NC 28263-3024
- **Outdoor Drop Box:** Want to drop off a payment 24/7 from the convenience of your car? Use our drive-up drop box located in the Horne Street parking lot of The Clayton Center. Use the box for check and money orders, but **not cash**. You'll find it on the Fayetteville Street side of the parking lot, and it's super shiny so it's hard to miss!
- **Pay in Person:** We take cash, check or money order at our Utilities & Billing Department, located on the second floor of The Clayton Center, 111 East 2nd Street. We're open during regular business hours, weekdays from 8 a.m. to 5 p.m. During that same time frame, you can drop check or money order payments off in a box located on the 2nd Street side of the building. Look for the drop box in the space between the two sets of glass double doors.

### Due Date, Penalties, Non Payment Collection

- Your due date is printed on your bill.
- A 5% penalty is added to your bill the day after your due date if not paid on the due date.
- A \$25.00 disconnection penalty is added to your bill if ANY balance has not been paid in full 7 days after your due date.
- If the Town is unable to collect from a closed past due account within 60 days, we will use an outside collection company. Please be advised that these companies report to the 3 credit reporting agencies.
- If the Town must pursue collections for an unpaid balance, we can collect from your NC State Income Tax Refund.

### Returned Checks/Drafts

- The Town's returned check/draft fee is \$20.00.
- Customer Service will contact you by phone or email. Please update your contact information with any changes. If we cannot contact you by phone we will put an orange door hanger on your door to notify you of the returned item.
- You will have 48 hours to pay the returned amount plus the \$20.00 fee. If you do not make a payment within the 48 hours, your services **will be** disconnected.
- A utility account will be placed in a "cash only" status with a 2nd returned draft/check. Accepted payments for "cash only" accounts are cash, money order/cashier's check/debit card/credit card for a minimum of one year.
- A 2nd returned draft will get you removed from the bank draft plan and you could be required to pay an additional deposit, due immediately.
- A returned check for a deposit results in an immediate disconnection without benefit of prior notification.