

How to disconnect water service

Customers wanting to close a utility account should come to the Town Office with a government issued ID and complete a [disconnection form](#). If the customer is unable to come to the Town Office, they may e-mail custsrvc@springhope.net stating the service address for the utilities they wish to disconnect, when the utilities should be disconnected and the address where the final bill should be sent.

All requests for disconnection of utility services are processed daily. If your request is completed before 4:00 pm, utility services will normally be disconnected the same day. Any requests for disconnection of utility services that are completed after 4:00 pm will normally be disconnected the next business day.

Any customer deposits will be applied to the final bill, and the customer will receive a refund of any excess deposit or a bill stating the balance due after the deposit was applied. In the event you do not pay the final bill, it will be turned into NC Debt Set off to attach any NC tax refund you may have OR any lottery winnings you may expect to receive.

Any accounts that are closed on or before the 25th of the month will receive a final bill for utility services on the 1st of the following month.