TO APPLY FOR SGWASA UTILITY SERVICE, YOU WILL NEED:

- Service Application Form
- $15 Account Setup Fee
- Social Security Card *(or other approved 2nd ID)*
  If no SS# provided deposit will be higher (see below)
- Driver's License *(or other approved photo ID)*
- Copy of lease if renting
- Deposit *(see below)*

Applications by appointment only. **No Same Day Services.**

An individual in whose name an application is made, shall be responsible for payment of all bills incurred in connection with the services furnished.

DEPOSIT $150.00 *or 1 month combined base rate, whichever is greater.*
Deposit can be made by *cash, check, or money order.*
DEPOSIT $300 if no Social Security number is provided.
A deposit is required for each account, including bulk accounts. When an account is closed, the deposit is applied to the final bill. If there is a credit balance > $2, that amount will be refunded, provided a current mailing address is available. If a customer moves from one SGWASA address to another, the deposit will be transferred. SGWASA is not required to pay interest on any deposits.

BILLING
Customer bills are mailed out around the 20th of each month and represent actual usage for the previous month. (For example, bills dated 12-20-20xx represent usage for November).

FAILURE TO RECEIVE BILL IN THE MAIL DOES NOT EXCUSE RESPONSIBILITY FOR TIMELY PAYMENT OR PREVENT SERVICE DISCONNECTION.
IF YOU LEAVE OR MOVE-OUT WITHOUT NOTIFYING SGWASA YOU ARE RESPONSIBLE FOR PAYMENT OF SERVICE UNTIL YOUR ACCOUNT IS CLOSED.

LATE FEE **1.5% ($15.00 minimum)**
Payment is due by **5:00 p.m. on the 5th of each month** or the next working day after the 5th (if on a holiday or weekend). No past due notices will be sent.

NON-PAYMENT (CUTOFF) ADMINISTRATION FEE $100.00
If payments are not received in full by **5:00 p.m. on the 12th of the following month** or the next working day after the 12th (if on a holiday or weekend), a $100 administrative fee (non-payment fee) will be applied, and services will be disconnected for accounts with an unpaid balance of $20 or more.

Fee will not be waived regardless of disconnect status.
Disconnection for non-payment will not occur on a Friday, weekend, or holiday. Prior to reconnection of service, non-payment fee and all arrears must be paid in full.
No reconnection promised after 3:00 pm.

REQUEST FOR REREAD AND MULTIPLE TRIPS FEE $25.00
There is a charge for customer-initiated requests for rereads; however, if meter was misread by meter staff, there will be no reread charge. After the 1st trip to connect water, the customer will be charged $25 per trip.

TAMPERING & METER RE-INSTALLATION FEE $250.00
Tampering with a meter is a criminal offense.
(State Statute G.S. 14-151.1) $500.00 fine, 2 years in prison, or both.

RETURNED CHECK / DRAFT FEE $35.00
A 2nd returned check or draft will require future payments by cash or money order only for 6 months. A 3rd returned check/draft initiates a 3 year "cash only" payment status. If a check returns from the bank that was given to prevent disconnection, your services will be turned off on the day we receive the check back from the bank.

SERVICE TRANSFER FEE $25.00 – No Same Day Services

Social Security numbers: SGWASA does not require an account holder to provide a social security number; however, opening an account without a social security number may require a higher customer deposit to minimize SGWASA's bad debt. Your social security number is used for identity verification and debt collection purposes. If you leave SGWASA with an unpaid balance, your social security number (and the number of any account co-owner) is used to submit the unpaid debt to the NC Debt Setoff program and/or other collection agencies.

WATER/SEWER RATES (FY 2026-2027) EFF 7/1/2024
Residential: Water/Sewer base rate $45.85
Usage up to 0-4000 gallons billed at $22.83 per 1000 gal.
Usage over 4000 gallons billed at $27.02 per 1000 gal.
Non-Residential: – Refer to www.sgwasa.org for rates.

Hours of Operation
Monday through Friday, except holidays
Business Hours
8:30 a.m. - 4:30 p.m.
Lobby Hours
9:00 a.m. - 4:00 p.m.

Telephone: 919-575-3367
Website: www.sgwasa.org
After hours/emergency telephone numbers:
(919) 690-0444 (919) 690-0445 (919) 690-4777

Bill Date	***Pay by 5:00pm*** *on this date to avoid* ***late fee***	***Pay by 5:00pm*** *on this date to avoid* ***cutoff***
11/20/26	*12/07/26*	*01/12/27*
12/20/26	*01/05/27*	*02/12/27*
01/20/27	*02/05/27*	*03/12/27*
02/20/27	*03/05/27*	*04/12/27*
03/20/27	*04/05/27*	*05/12/27*
04/20/27	*05/05/27*	*06/14/27*
05/20/27	*06/07/27*	*07/12/27*
06/20/27	*07/06/27*	*08/12/27*
07/20/27	*08/05/27*	*09/13/27*
08/20/27	*09/07/27*	*10/12/27*
09/20/27	*10/05/27*	*11/12/27*

These dates are subject to change.

Methods available to pay your bill(s):

- **In person** at Administrative Office
  9:00 a.m. - 4:00 p.m. weekdays except holidays.
  We accept cash, check, cashier check, Visa, Master Card, Debit Card, and money order in the office. All credit & debit card payments will incur a merchant service fee.
  NO STARTER / COUNTER CHECKS ACCEPTED
- **Mail to:** South Granville Water and Sewer Authority
  415 Central Ave, STE B
  Butner, NC 27509-1915
- **Bank draft** (contact our office for details)
- **Drop box** located in parking lot.
  We do not recommend paying by cash in the drop box.
- **Online Payment Portal** using debit or credit card.
  Link to the payment portal via www.sgwasa.org
- **Bank bill-pay (if available with your bank)**
- **Pay by phone:** 833-510-6338

Please include payment stub and/or account number on check or money order to ensure proper credit to the account. When paying at the office, please bring the entire bill with you.

For your protection, we cannot discuss account information with anyone except the customer whose name appears on the account unless you have previously authorized access via the proper form(s). If someone else will be paying your bill *(including a spouse, family member, roommate, etc.)* always send the bill/stub.

If you have a problem or question regarding your bill, please contact our office at 919-575-3367 during regular business hours.

SGWASA is an equal opportunity provider!
Revised 11/10/2026 RM & BB