

To open an existing water and/or sewer service or to have water transferred to your name, we will need you to complete the Application for Turning on Water and/or Sewer-Existing Services form (Harnett Regional Water User's Agreement). If you are renting, we will need a copy of your lease or rental agreement. If you are buying or the property owner, we will need a copy of the deed or contract. Also, a photo ID will be required such as your driver's license or ID card. No services will be turned on without these documents. Deposits and fees due are based on the location of the requested services and a credit check.

1. You may come to our office at 700 McKinney Parkway in Lillington Monday - Friday from 8:00am until 4:00pm.
2. You may download the Application for Turning on Water and/or Sewer-Existing Services under "Services", "Important Forms", "Forms" and fax the completed form to 910-814-4002 along with the required documentation described above. Please only fax the front and last page with signatures if the contract is multiple pages. After the information is faxed, wait at least one hour then call our office at 910-893-7575 to pay the required fees over the phone with a VISA, MASTERCARD, or DISCOVER card. We do not process applications after 4:30pm.
3. You may click on "Moving? Set Up or Transfer Service" or "Service", "Start Service" and complete the process online. After completing the online process, wait at least one hour then call our office at 910-893-7575 to pay the required fees over the phone with a VISA, MASTERCARD, or DISCOVER card. We do not process applications after 4:30pm.

If you are transferring from one location to another, any current balances will need to be paid at the time of application. You are required to pay a \$15 transfer fee along with any additional deposits required. We will be able to give an exact amount of fees due at the time application is made.

\*Services are turned on within 2 business days after the application, documents, and the required fees are received in the Utilities office. To expedite the turn on process, there is an option of paying an additional \$50 same day fee to have the service turned on the same day.