

**The mission of Harnett Regional Water** is to provide the highest quality of water and wastewater services to the citizens of Harnett County and the surrounding region at the most economical cost while promoting conservation and protecting the environment. HRW is a regional water and wastewater utility that provides service to approximately 125,000 people in Harnett County and the surrounding Cape Fear region.

HRW through its Harnett County Regional Water Treatment Plant, located in the County seat of Lillington, has 42 million gallons per day of treatment capacity and supplies water to the municipalities of Lillington, Angier, Erwin and Coats in Harnett County, Fort Bragg, Linden and Spring Lake in Cumberland County, and Holly Springs and Fuquay-Varina in Wake County. Harnett also supplies water to Johnston and Moore Counties. The Harnett County Regional Water Plant utilizes the Cape Fear River as the source for the system's drinking water. HRW currently has 2 active wastewater treatment plants with over 22 million gallons per day of treatment capacity that serve approximately 60,000 people in Harnett and Wake County as well as Fort Bragg.

Harnett Regional Water's revenues are generated entirely from the sale, treatment and/or availability of water and sewer. Water and sewer user charges are intended to recover costs associated with operations, maintenance, equipment replacement and capital improvements.

### Water Rates (as of July 1, 2018)

#### **Residential**

Flat rate, first 2,000 gallons: \$18.50  
Rate per additional 1,000 gallons: \$5.25

#### **Commercial**

Flat rate, first 2,000 gallons: \$25.00  
Rate per additional 1,000 gallons: \$5.25

### Sewer Rates (as of July 1, 2018)

#### **Residential**

Flat rate, no gallons: \$15.00  
Rate per 1,000 gallons: \$5.25  
Flat rate, One person household: \$35.00  
Flat rate, Two+ person household: \$40.00

#### **Commercial**

Flat rate, no gallons: \$37.00  
Rate per 1,000 gallons: \$5.25

#### **Fees**

Setup/Transfer fees: \$15  
Reconnect fee: \$40  
After hours call out/Same day service: \$50  
Water samples: \$30 and up  
Damage fees as advised: \$100 and up

#### **How do I check for a leak?**

Get a reading off your water meter. Refrain from water use for 4 hours then take another reading. If the reading has changed and no water was used, then a leak is present. It is the customer's responsibility to make repairs on their side. One leak adjustment can be given per 12 months on one bill with proper proof of repair.

### **What are my payment options?**

- **Online:** Visit [harnettwater.org](http://harnettwater.org) to make your payment. Options available are one-time and recurring payments using your credit or debit card.
- **ACH:** The bank authorization form is located on our website. Confirmation of bank information is required.
- **Phone:** Payments are available 24/7 by calling (910) 893-7575. We currently accept payments by MasterCard, VISA, Discover, and eCheck.
- **Online Bill Pay through your bank.** Set up using a hyphen in your account number (ex. 012345-067890), vendor name (HRW) with the address as P.O. Box 1119, Lillington, NC 27546.
- **Mail** with payment stub.
- **Drop Box:** 700 McKinney Parkway, Lillington, NC 27546 in drive thru. Payments are posted the next business day.
- **Town of Erwin** accepts payments Monday – Friday, 8:00 AM – 4:30 PM.

#### **Can I make a payment arrangement?**

Yes, if you are in need of assistance, please contact our office before your disconnection date. Only three arrangements are permitted per 12 months.

#### **When do I have to pay in order to keep my water from being disconnected?**

Accounts past due 15 or more days are subject to immediate disconnection with no notice given. All past due fees plus a reconnect fee of \$40 will be required before service is restored. Services are restored only during business hours within two business days of the payment, \$50 additional charge for same day service.