

Harnett Regional Water wants to serve you better! We have listened to our customers and we looked for the best solution to advance our communication and services to our clientele. These changes are part of an ongoing effort to improve customer service and to enhance our commitments to a regional approach of water and wastewater growth.

Harnett Regional Water has a fresh new look on the *new* billing statement. The statement now breaks down the activity since your last bill. Your current charges including the base rate and consumption charges will be visible. Now you can view your account number and the amount due with the due date all in one easy to find location. A consumption chart will be available to compare your usage from month to month. There will be a message center on your bill to keep our customers up-to-date and informed. The back of the bill has been enhanced to quickly provide answers to your questions. Any additional information is at your fingertips located at www.harnettwater.org.

***** HRW has migrated your account numbers. All of your different customer numbers for different accounts have been merged into one customer number to prevent confusion. *****

***** HRW is moving the bill due dates to 5 days later, so the late fee will be applied the evening of the *new* bill due date. *****

Harnett Regional Water has a new payment portal located at <https://paylink.harnett.org/> to maintain a customer friendly website that provides the most current information services. With the new payment portal you will be able to access information and services instantly anytime and anywhere. Your available options include:

- View your bills in pdf format.
- Manage your account for electronic notifications and e-billing.
- Review your transactions, consumption and account balance.
- Make payments for one or all your accounts at the same time.
- Enroll in recurring draft with a debit/credit card or e-Check.
- See service orders that have been requested on your account.
- View your payment arrangement and due date.
- Stop, start or transfer your service.

**** For Harnett Regional Water customers enrolled in recurring draft and e-billing with our current C2G website, you will need to re-register and re-enroll to continue these services. ****

**** For customers enrolled in recurring draft with a debit/credit card for the draft date of **6/15/20** you will need to re-enroll on the *new* payment portal <https://paylink.harnett.org/> for your account to be drafted. ****

**** HRW is going to provide additional draft dates through the month. For debit/credit card users your draft date will be on your *new* bill due date. For those customers already set up with a checking or savings draft your account will continue to remain on the same draft date. ****

These changes are meant to improve our relationship with our customers. HRW is striving to provide our customers with excellent service. Our goal is to create a bill and payment portal that is customer friendly. We look forward to these upcoming changes. Thank you for using our online services!