

## **How to Request a Change to your Dare County Water Billing Address**

Through the Dare County Online Payments website you can submit a request to change your Dare County Water billing address. Before you make your request you must first locate your account. Please note that as you navigate through the screens additional information relevant to the screen you are viewing is available by clicking on the “Options” button.

### **Locate Account:**

Click on the “Utility Bills” link in the lower half of the screen, or click on the “Services” button at the top, then “Utility Bills”. The “Utility Account Inquiry” screen will appear.

In the “Utility Account Inquiry” screen, enter one of the following:

- Account Number: Enter the account number listed on your bill.
- Name: Enter all or part of the account name using the format LAST, FIRST.
- Street Address: Enter the house number and the street name where the water service is located. (Do not enter the street type such as St, Rd, Ave, etc.)
- Customer ID: Enter the customer number shown on your bill, do not enter spaces or dashes

Click on “Submit Request” or depress Enter. *Please be patient!* There are a large number of records that must be searched to process your request.

If the “Utility Account Detail Information” screen appears, only one account met your search criteria.

If the “Utility Account Information” screen appears, more than one account met your search criteria. If the account you want to look at is listed, click on the appropriate account number in the Account column to select it. The “Utility Account Detail Information” screen will appear.

If the account you want to look at is not listed on the screen, move your mouse to the “Options” button at the top of the screen, then click on “New Search” and re-enter your search criteria, being careful that the information is correct.

Once you’re at the “Utility Account Detail Information” screen you can proceed with your request

### **Request Change of Billing Address:**

From the “Utility Account Detail Information” screen click on “Options” at the top of the screen, then “Address Information”.

The “Customer Information” screen displays with fields available for you to type your new information. Enter the new information and a telephone number where you can be

reached during the Water Department's regular business hours (M-F, 8:30am-5:00pm, except holidays). Click on "Submit Changes" at the bottom. The "Customer Information" screen will display again with the message "Change of Address Information has been Submitted" and an e-mail will be automatically sent to the Dare County Water Department. Note, your address change will not be reflected on-line until the Water Department receives the request, reviews it and processes it, please allow 7-10 business days.

Exit the Dare County Online Payments website as you would any website, or click on the "Options" button then "Additional Information" to select another Dare County web link.

Contact Information:

For Water Billing Address Change Requests ONLY:  
Dare County Water Department  
[laverna@darenc.com](mailto:laverna@darenc.com)  
252-475-5804

For All Other Water Bill Issues:  
Dare County Water Department  
[bcharity@darc.com](mailto:bcharity@darc.com)  
252-475-5990