

How to View/Pay Your Water Bill

You can pay your Dare County Water bill with your VISA or MasterCard. Your payment will be posted to your water bill as of the day you make your online payment.

Payments must be made not less than 24 hours prior to a due date or disconnection date to allow sufficient time for processing. Payments made less than 24 hours prior to 12:01 a.m. on the due date or disconnection date may not be processed in time to prevent late charges or disconnection of service for nonpayment of the bill.

Example #1: If your due date is the 22nd of the month, you should enter your payment no later than midnight on the 20th.

Example #2: If your disconnect notice states “Pay before shutoff date of 08/08/2005,” you should enter your payment no later than midnight on the 6th. You must pay at least the minimum amount due as shown on the disconnect notice to avoid disconnection.

Online payments are processed by 8:00 a.m. each business day. If your payment does not appear on that morning’s batch, your account may be subject to late penalties and/or disconnection of service.

Before you can pay your bill, you must first locate and view the bill. 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/View Bill:

From the Dare County On-Line Payment site, click on “View/Pay Your Water Bill”. Then 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.

Click on “View/Pay Bill” to view the “Utility Account Bill Information” screen. You’ve now located the bill and can proceed to pay it.

Pay Bill:

From the “Utility Account Bill Information” screen click on the “Pay Outstanding Bills” button. The “Summary of Bills to be Paid” screen appears. (If there is a \$0 balance or credit on the bill, the “Pay Outstanding Bills” button will not appear and you will not be able to make any online payments to your bill.)

The current amount due will appear automatically in the “Amount to Pay” column. If you want to pay a different amount, type the amount in the “Amount to Pay” column. Note: The amount you enter must be greater than \$0.00.

Click on “Continue”. The “Payment Information” screen appears.

Enter your credit card information EXACTLY as it appears on your credit card or bank statement. Provide an e-mail address if possible. Then click on “Pay Bill(s)”.

Note: If any of the required fields were not completed, the payment screen will reappear with the required fields in bold.

If all required fields were completed, a small verification window appears. If all information is correct, click on “Continue”, otherwise click on “Cancel” to return to the payment screen.

Please wait while your transaction is processed. If the transaction processed successfully, a “Payment Confirmation” screen appears. **Print this screen as a receipt for your records.** Your payment will be applied to your water bill as of the day you make your online payment.

If the transaction did not process successfully, a “Payment Declined” screen appears. In this case you can either try to reenter your payment information by clicking on the “Options” button, then “Bill Info” to restart the process, or contact your credit card issuing bank with the decline code.

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:

Dare County Water Department
bcharity@darenc.com
252-475-5990