



TriRiver WATER

FAQs for Town of Pittsboro , NC Water Utility Customers

Starting July 1st, 2024, TriRiver Water will be the water and wastewater provider for the City of Sanford and the Town of Pittsboro.

Town of Pittsboro water customers can expect a final water bill dated June 28th, 2024, from the Town of Pittsboro. Customers can begin making payments for the June 28th, 2024, bill to TriRiver Water starting July 5th, 2024.

Important: The payment conversion process will be underway from June 29th - July 4th, 2024. Customers will be unable to make payments during this time.

Starting in August 2024, you will receive your first official water bill from TriRiver Water. Current rate information is available at www.sanfordnc.net/rates. Rates for the upcoming fiscal year will be published in the City of Sanford's FY 2024-2025 budget. The proposed budget is shared on the City's website at www.sanfordnc.net/budget starting in late May.

Why is the Town of Pittsboro providing water services under a new name ?

Since we are merging with the City of Sanford for water services, we needed a name that represents both Town of Pittsboro and City of Sanford customers.

The new name symbolizes the connection to the three rivers that sustain our region and reflects our continued commitment to innovation, sustainability, and our community. It also embodies our dedication to improving quality of life by providing exceptional service to our customers as the region grows.

Will the name change affect what Town of Pittsboro customers pay?

Existing Town of Pittsboro utility customers will not be charged any transfer/rollover fees or be required to pay a new deposit during the TriRiver migration in July 2024.

Will my water service be affected by the name change?

You can count on the same exceptional service you are accustomed to now. The only changes you'll need to make on your end are who you make your payments to and where you send those payments.

The name change takes effect July 1st, 2024.

Beginning in July, please visit Tririverwater.com for water and wastewater services information.

Do I need to update any account information or billing arrangements?

- Your account number will change. After July 4th, please call 919-775-8215 to get your new account and customer number.
- If the Town of Pittsboro drafts your checking or savings account via automatic bank draft, you will not need to do anything. (Banking information transfers automatically, and the draft date will be the bill due date).
- If you use the Town of Pittsboro in your records or online banking, please update the payee to TriRiver Water to ensure smooth payment transactions.
- If you pay online, you will now pay at TriRiverWater.com. After July 4th, please call 919-775-8215 to get your new account and customer number. Otherwise, your new account and customer number will appear on your August bill.
- If you've set up autopay with your debit or credit card online, you'll need to set up a new autopay account on tririverwater.com. You can log in using the same registration you previously used with the Town of Pittsboro. Simply add

your new TriRiver account # and enroll it in autopay. You'll also be able to cancel your Town of Pittsboro autopay after your bill dated June 28th.

- If you pay via check, you will now make your checks payable to TriRiver Water and mail them to: PO Box 63060, Charlotte, NC 28263-3060.
- If you pay in person, you will continue to do so at 287 East Street, Suite 221, Pittsboro, NC, from 8:30 a.m. to 5 p.m. Monday through Friday. Payments accepted will be in cash or check. If you need to pay with a credit card, you can pay online at www.tririverwater.com. The drop box located at 635 East Street will be closed and no longer be used as a payment option.
- If you pay via phone, you'll now call 919-775-8215.

Will there be any changes to customer service contacts or procedures?

Yes, the new customer service number is 919-775-8215.

How will I be informed of updates or changes related to the name change?

You may receive communications via mail, social media, online, email, and/or text. The name change takes effect July 1st, 2024.

Will there be any changes to water quality or pricing as a result of the name change? There will be no changes to water quality or pricing as a result of the name change. We remain committed to providing the same high-quality water services that customers have come to trust, with a renewed focus on innovation, efficiency, and customer satisfaction.

How can I provide feedback or ask additional questions about the name change?

If you have questions or concerns during the transition, please contact us at 919-775-8215 or customerservice@tririverwater.com.



Thank you for being a TriRiver Water customer.
TriRiverWater.com