



CITY of
Statesville
ELECTRONIC BILLING
City of Statesville E-bill

Electronic billing for Statesville utility customers.

What is E-Bill?

Instead of receiving a paper bill, Statesville Utility customers can receive an email notifying them that their utility bill is ready. A link is provided to view their bill. It will have the same information as your monthly statement, only formatted a little differently.

Customers can then choose to pay the bill through the City's online payment system, mail it in or bring it to the Collections office. The City also offers the convenience of paying by bank draft.

What are the benefits of E-bill?

- You will have one less piece of mail to sort through
- You receive your bill immediately when it is released
- You avoid mailing delays
- You will always know where your bill is
- You are saving money on postage
- You are being environmentally conscious by saving trees, energy and resources.

How do I sign up?

Email customerservice@statesvillenc.net or call 704-878-3564 and request electronic billing. The staff will set up your account for electronic billing and notify you when it is completed.

Once you enroll, you will receive one more paper bill by mail; however, any past due notices or other correspondence will be mailed to the billing account's mailing address through the US Postal Service.

What if I have multiple City utility billing accounts?

Each account must be enrolled separately.

What if I want to stop E-bill and return to paper billing?

You may elect to stop E-bill at any time by emailing customerservice@statesvillenc.net. If your bill is in the middle of the cycle you may receive one last E-bill before returning to regular paper billing.

How can I view my E-bill if I do not have a computer at home?

You can access your E-bill from any computer with internet service.

Is it safe to receive my bill via email and pay it on line?

Yes. The City maintains a secure environment for your electronic transactions.

How will I know if my on-line payment is accepted?

You will receive a confirmation number. We recommend that you keep this number for your records.

How soon will I receive my first E-bill?

You should receive your e-bill on your next bill date; however, it may take up to two billing cycles.

What do I do if I've changed my e-mail address or want to get notified at a different email address?

Email customerservice@statesvillenc.net requesting a change.

I'm not getting the email notifications each month. What do I do?

Check your email spam filter or junk e-mail box. The email will come from customerservice@statesvillenc.net.

Be sure to add this email to your [whitelist](mailto:customerservice@statesvillenc.net) to prevent it from getting caught in filters. If you are still having problems, email customerservice@statesvillenc.net

Can I get a third party informational bill via e-bill?

Not at this time.

Will my email address be shared with anyone else?

Your email address will not be shared with any outside party; it will only be used for utility billing-related matters.

CONTACT INFORMATION: customerservice@statesvillenc.net