

# ***WELCOME TO IVR***

To improve customer service, the City of Havelock has implemented an automated Utilities and Permits billing information system.

You can use this system 24/7 to fulfill your billing information needs:

- Check account information
- Make payments for utilities and permits
- Hear general utility information
- Check billing history
- Check payment history
- Access to Customer Service Representatives during normal business hours (Monday—Friday, 8 a.m.— 5 p.m.)

Please call with any questions:

**(252) 444-6404**

Press [0]

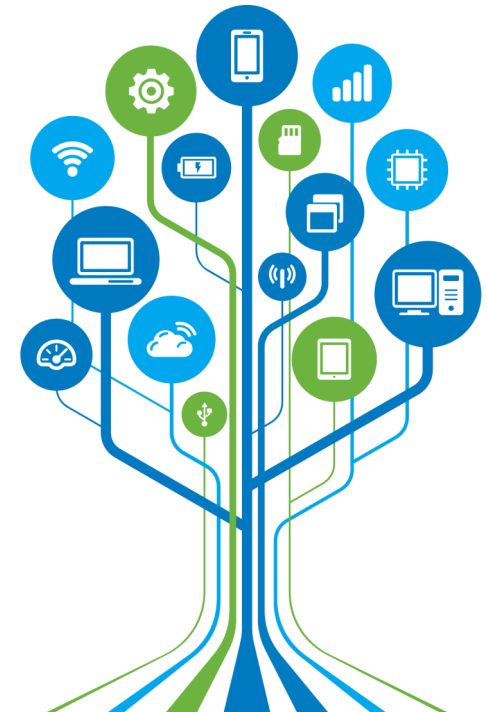


1 GOVERNMENTAL AVE.  
HAVELOCK, N.C. 28532



## **City of Havelock Interactive Voice Response (IVR)**

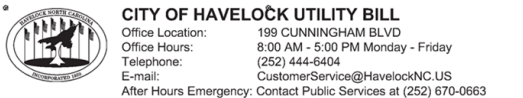
**24/7 Account Access**



**(252) 444-6404**

# WHAT YOU NEED

Find your account number at the top of your utility bill.



**CITY OF HAVELOCK UTILITY BILL**  
Office Location: 199 CUNNINGHAM BLVD  
Office Hours: 8:00 AM - 5:00 PM Monday - Friday  
Telephone: (252) 444-6404  
E-mail: CustomerService@HavelockNC.US  
After Hours Emergency: Contact Public Services at (252) 670-0663

Customer Name		Service					
Invoice	Bill Date	Account Number - Customer Number					
Description	Serial #	Prev. Read Date	Read Date	Read User	Days	Meter Reading	Current Meter Read
Water Inside Sewer	18257277	09/11/2019	10/10/2019	29		402200	4716

**Dial (252) 444-6404**

Follow the instructions to get your balance, payment history, pay your bill and much more.

**Press [7]** for **touch-tone** or continue with prompts for **interactive voice response**

**EASY TO USE**

# HOW IT WORKS

Once you're connected to the system, select one of the following **options**:

**Press [1]**  
To make a utility payment

**Press [2]**  
To make a permit payment

**Press [3]**  
For account status

**Press [4]**  
For payment history

**Press [5]**  
For billing history

**Press [0]**  
To speak with a customer service representative

Customer Service Representatives can be reached Monday—Friday, 8 a.m.—5 p.m.

**24/7 ACCESS**

# MAKE A PAYMENT

The system allows you to pay your bill safely and securely over the phone at any time. You can pay through your Checking Account or by Visa/Mastercard.

If paying with a credit card, select the following when prompted:

- Credit card number
- Expiration date
- 3-digit security code
- Zip code

**SECURE PAYMENTS**