



The City of Myrtle Beach: Financial Services Department *Utility Billing Division*

ALL UTILITY BILLING FORMS & RELATED MATERIALS

For all forms and related materials, see the “Utility Services & Billing” folder in the website’s Document Center, https://www.cityofmyrtlebeach.com/services/forms_and_applications.php.

UTILITY CUSTOMERS: OVERVIEW

Customers have a number of options for paying their monthly utility bills from the City of Myrtle Beach. For example, you can pay in person, online, by telephone, at a drop box during or after hours, at a drive-up window during business hours, through an automatic bank draft or simply by return mail. Below is a handy list of ways to pay. Questions? Call 843-918-1212. Or, visit the City Services Building, 921 North Oak Street.

WAYS TO PAY

After-Hours Payment Boxes... You may use one of the two after-hours utility payment boxes located at the City Services Building.

Automatic Bank Draft... You may choose to have your monthly bill via an automatic bank draft with a checking or savings account. A completed Utilities Bank Draft Card Single Fillable Application is required. Or, a self-managed automatic draft option is available for a credit card, debit card or e-check account. See <https://ipn2.paymentus.com/cp/mrtl> and register for an account.

In-Person... You may pay your bill in person at the City Services Building, 921 North Oak Street. A drive-through window is available, or you may come inside to the service counter.

IVR Customer Portal... A one-time payment without having to create a user account can be made through the IVR Customer Portal, <https://ipn2.paymentus.com/cp/mrtl>.

Mail... You may mail your payment using the self-addressed envelope that is provided with your utility bill statement.

Phone... Call 844-571-2888 and use our pay-by-phone feature. The call is free, and there's no service charge to pay either with credit card (Visa, MasterCard, Discover) or electronic check. The pay-by-phone option is available 24-hours a day, including holidays, and even has an option to hear the message in Spanish.

E-Service... You may sign up for [Online Utility E-Service](#) to view your utility account, which also offers the ability to pay a bill with a Visa or MasterCard. A completed Utility E-Service Fillable Application is required.



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UTILITY BILLING: FAQs

“I need to begin receiving utility service. What do I do?” New customers must complete an application for service. Applications for new business, commercial and residential customers are available in the “Utility Services & Billing” folder on the [Documents Center](#) webpage (New Service Fillable Application). Also note that renters must provide the name of the owner or managing agency of the property on the residential application. All persons or entities must pay the appropriate utility deposit.

“What documents will I need to provide if I am a renter, or a residential or commercial property tenant, to establish water service?” You’ll need the following....

1. A valid driver’s license, state identification card or passport.
2. A valid copy of the executed lease with the property owner or Management Company.
3. A completed City of Myrtle Beach New Service Application form.

“What documents will I need to provide if I am the owner of a residential or commercial property to establish water service?” You’ll need the following....

1. A valid driver’s license, state identification card or passport.
2. A valid copy of the closing/settlement statement. (Personal financial information may be redacted.)
3. A completed City of Myrtle Beach New Service Application form.

“Does it matter if I am a new customer or an existing customer when applying for new utility services?” Yes! Existing customers may transfer their utility deposit to the new location. New customers must pay the utility deposit when the application for new service is submitted.

“How much is the utility deposit?” The amount depends upon the size of the water meter installed at the property. The schedule of deposits is available in the “Utility Services & Billing” folder on the [Documents Center](#) webpage (Schedule of Utility Deposits).

“I am a property owner who rents to others. Do I need to pay a utility deposit?” Yes. Rental property owners are required to maintain a utility deposit on file with the city as long as the property is owned. The utility deposit will be returned when you sell the property is sold.

“When will I receive my deposit back?” Residential property owners who occupy the property as their primary residence will receive a refund of their utility deposit once certain conditions are met. The account must be maintained for a minimum of three years, and the owner cannot have more than two consecutive 30-day arrearages, or more than two non-consecutive arrearages, in the past 36 months. All other customers receive their utility deposit after termination of their service.



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“I am a new customer. How often will I be billed?” Customers are billed once per month, and every attempt is made to read meters on a 30-day cycle. Bills are mailed on Friday and customers are given three weeks to remit payment before any late penalty is applied. Please note that one billing cycle every quarter will be slightly longer or shorter due to the 12-month calendar.

“What kind of utility bill can I expect to receive?” Your utility bill will vary according to the amount of water that is consumed each month. The current rate sheet is available in the “Utility Services & Billing” folder on the [Documents Center](#) webpage (Utility Billing Rate Sheet). In addition to water and/or sewer charges, your account may include sanitation and stormwater management fees. The sanitation and stormwater management fees are fixed charges and will not change each month.

“Can I receive my bill electronically and avoid the paper bill?” Yes. You must first sign-up for the [Online Utility E-Service](#) to view your utility account, which also offers the ability to pay a bill with a Visa or MasterCard. A completed Utility E-Service Fillable Application is required. Then, opt out of receiving the paper bill. You’ll receive a monthly email notice to inform you when the new bill is ready to be viewed.

“Will I receive a bill if I do not use any water?” Yes. All customers are billed a small base charge for water and/or sewer, even if no water is used.

“I have several properties receiving service. Will I receive individual envelopes for each bill to the same address?” No, the city now sends one envelope, containing all bills! The effort keeps costs lower for customers and prevents excess waste.

“How do I identify leaks that could affect my bill?” Below is a list of the three main causes of leaks in a home or business, with tips to identify the leaks....

1. Garden Hose Connections – Check all garden hose connections to be sure a slow drip or poor connection does not exist. Also, be sure to check all faucets regularly for possible drips.
2. Sprinkler Systems – Monitor and check sprinkler heads when the sprinkler system is turned off. If the sprinkler heads remain wet rather than becoming dry, a leak exists.
3. Toilets – Check all toilet flappers in your home or business. Typically, this is the number one cause for leaks! An easy way to detect a leaky flapper is the food color test. Pour a container of food coloring in the back water tank at bedtime. Then, in the morning, check the toilet bowl itself to see if the water is colored. If so, a leak exists.

“What are some irrigation tips to keep manageable water bills during summer months?” Along with increasing summer temperatures comes higher water bills due to irrigation needs. Below are a few tips to keep the water bill a manageable amount....



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1. Separate Meter – Call the Public Works Department, 843-918-2000, and ask about having a separate irrigation meter installed. This meter is a water account only, so no stormwater, sewer or solid waste fees are billed. The meter is particularly helpful if irrigation needs are high at your home or business.
2. Irrigation Times – A good “rule of thumb” is to irrigate early in the morning hours or late in the evening to avoid rapid water evaporation.
3. Wind – Be mindful of irrigating in windy conditions. Wind tends to “dry out” lawns, shrubs and plants quickly, and often creates an uneven disbursement of irrigation water.
4. Absorption – For best water absorption, try to water in short, yet repeated intervals.

Questions?

***Direct any inquiries to the Utility Billing Division at 843-918-1212.
We are available and happy to assist you!***