



# MEDIA RELEASE

Tuesday, June 18, 2024 | For Immediate Release

## SOUTHPORT WATER AND WASTEWATER CUSTOMERS TO MERGE INTO THE BRUNSWICK COUNTY PUBLIC UTILITIES SYSTEM

### MEDIA RELEASE

BOLIVIA, N.C. – The City of Southport and Brunswick County have entered into an agreement to merge their water and wastewater systems. Around 3,500 customers will join the Brunswick County Public Utilities system through this merger effective immediately.

Brunswick County and the City of Southport are working to transfer all customer accounts to [Brunswick County Utility Billing](#) as seamlessly as possible. Customers who currently receive their water and wastewater bills from the City of Southport will receive their first bill from Brunswick County in August 2024. These customers do not include the Rivermist residential community and some commercial properties near the neighborhood (more details below).

Since [Brunswick County](#) and the [City of Southport](#) charge similar water and wastewater rates, Southport customers are not expected to see a significant difference in their monthly bills presuming usage remains consistent. Customers can view Brunswick County's [water and wastewater rates](#) online. Residential homes typically use a ¾-inch retail meter, and commercial properties typically use 1-inch or larger retail meters.

Southport customers do not need to contact Brunswick County Utility Billing for this initial set up, **however they will need to re-establish their payment preferences such as Automatic Bank Drafting or Online Payments as this information will not be transferred to the County.** Customers can find all the [ways to pay utility bills](#) on Brunswick County's website.

As of June 18, 2024, Southport customers (excluding those in the Rivermist residential community and nearby commercial properties) have already been issued their final utility bill from the City of Southport. Due to the timing of when those Southport customers received their last utility bill from the City, their first bill from Brunswick County issued on Aug. 1, 2024, will cover an approximate six-week service period from late May to early July 2024, with the exception of utility accounts closed between May 29 and June 17, 2024.

Southport-area customers will be charged a pro-rated monthly base service charge on their August bill. A typical residential customer's monthly base service charge is \$16 for water, \$5 for irrigation, and \$39

for sewer. Customers can view this information and find more details on rates based on meter sizes on Brunswick County's [water and wastewater rates webpage](#).

All Brunswick County utility bills issued from September 2024 onward will be based on a traditional monthly service period. The County will issue utility bills for Southport customers on the first business day of each month.

Customers subscribed to the [City of Southport's Residential Garbage and Yard Debris service](#) will also have their monthly \$12.25 service charge included on their Brunswick County utility bill. Residents will still need to contact the City of Southport with any questions regarding this service. Brunswick County does not have access to records concerning this city-managed service.

### Rivermist Customers

The Rivermist residential community and some commercial properties near the neighborhood will not experience the same billing changes as other Southport customers since they are already Brunswick County water customers.

The City of Southport will issue its final wastewater bill for Rivermist properties on June 26, 2024. Rivermist community members' next bill from Brunswick County issued on Aug. 1, 2024, will include both water and wastewater charges for a traditional monthly service period. The County-issued utility bill will also include the fee for Residential Garbage and Yard Debris if they are enrolled in that city service.

**Rivermist customers will not need to re-establish Automatic Bank Drafting or Online Payments if they are already enrolled in this payment option for their county water bills.** Customers can see all the [ways to pay utility bills](#) on the County's website.

### ABOUT THE MERGER

The Southport Board of Aldermen and the Brunswick County Board of Commissioners approved the merger agreement during their respective public meetings on Monday, June 17, 2024. The merger is the result of several months of discussion and collaboration among city and county leadership and staff.

"This has been a long and collaborative process between the City and County," Southport Mayor Rich Alt said. "I believe the City of Southport and Brunswick County will be better off having this agreement hammered out and in place."

Brunswick County currently serves more than 57,000 water accounts and 28,000 wastewater accounts. Before the merger agreement, the City of Southport purchased water and wastewater capacity from Brunswick County as a wholesale customer.

"Brunswick County is proud to work with our partners in Southport to ensure all current and future utility customers have the most reliable and efficient services possible," Brunswick County Chairman Randy Thompson said. "We appreciate the trust Mayor Alt and the Board of Aldermen have had in us

throughout this partnership and respect their strong commitment to the welfare of Southport’s residents.”

Brunswick County’s leadership is committed to providing clean, affordable, and efficient drinking water to the county’s retail, wholesale, and industrial customers. Brunswick County strives to form and sustain partnerships to provide a strong regional utility system for the benefit of all customers countywide.

Visit Brunswick County’s website to learn more about the [County’s utilities system](#) and [ways to pay bills](#). Customers can also sign up for Brunswick County’s [Utilities Updates email list](#) to receive the latest information on the utilities system.

Brunswick County utility customers can reach out to Utility Billing anytime during their regular business hours Monday through Friday from 7:30 a.m. to 5 p.m. for questions about their service, billing, and payment options.

- Phone: [910.253.2655](tel:910.253.2655) (Select Option 2 or 3) or [888.428.4426](tel:888.428.4426)
- Email: [utilitybilling@brunswickcountync.gov](mailto:utilitybilling@brunswickcountync.gov)

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## MEDIA INQUIRIES

Members of the media may reach out to the following contacts for inquiries.

### BRUNSWICK COUNTY

Communications Director Meagan Kascsak  
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### City of Southport

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