

City Hall

Closed to the Public Effective 5 pm March 23, 2020

Staff on site to conduct business by phone or email from 8:00am until 5:00pm, Monday through Friday during this crisis.

If you need City information, please call:

Call Center Representative at 336-475-4210 for all Departments

In response to COVID-19, effective March 19, 2020 and until further notice, The City of Thomasville is suspending all water account disconnects due to non-payment of water and sewer bills. During this time, we want to ensure that all customers have access to our clean and safe drinking water and are able to practice good hand hygiene. Please note that this is a temporary grace period and customers will still be responsible for payment of their total water bill. The City encourages customers to pay on schedule to prevent high balances.*

If you need billing information and account balances*

Please call:

336-475-4227 for Utilities Department

or

Email us at utilitybilling@thomasville-nc.gov

Best payment options:

Drop Box – No cash please – Money orders or checks only

Front of City Hall – left of front door

Mail – City of Thomasville, PO Box 368, Thomasville, NC 27361-0368

Online Payments through www.thomasville-nc.gov (you will need your account number)

Call Center Payments: 877-642-0605 (you will need your account number)

Moving? (Service connections and disconnections if moving)

Need to establish NEW service? Please call 336-475-4227 and please be prepared to provide supporting documentation via fax or email.

Documents Needed: Closing document (if purchased home), Rental contract, Photo ID, Last four digits of Social Security Number, and debit/credit card for deposit/service charge to establish service.

Need to purchase a new garbage cart?

Please call:

336-475-4227 for Utilities Department

or

Email us at utilitybilling@thomasville-nc.gov

Planning and Inspections

All of the following tasks can be completed online via the Planning & Inspections Department online portal: www.Thomasville-nc.gov/residents/covid-19 (City Online Services).

- Submit Building, Electrical, Mechanical, or Plumbing Permits through online portal, above.
- Pay Permit fees through online portal, above.
- Schedule Inspections through online portal, above.
- Pay annual renewal of Business Registration through online portal, above

You may also submit many applications and requests via email or by phone. The website also has phone numbers and email addresses to the department staff. You can see and download Planning & Inspections forms. This includes rezoning, variance, certificate of appropriateness, business registration, and other documents.

If you have any other questions, please call our office (336)475-4249.