

Welcome to

*Long View*

## Important Information for New and Current Residents

*Courtesy of the  
Town of Long View, NC  
Utility Services and  
Finance Department*

2404 1<sup>st</sup> Avenue SW  
Long View, NC 28602  
828.322.3921

Police (non-emergency):  
828.327.2343

Fire (non-emergency): 828.322.1311

EMERGENCY DIAL 911

### Office Hours and Meetings:

- Town Hall Office Hours: Monday – Friday, 8 am – 5 pm (excluding holidays)
- Public Works Hours: Monday – Friday, 8 am – 4 pm (excluding holidays)
- Council Meetings: Second Monday of each month at 5:30 pm
- Planning Board Meetings: Third Thursday of each month at 6:30 pm

### Utility Service and Billing Information:

Utility Bills are mailed by the 1<sup>st</sup> of each month. Full payment is due on or before the 15<sup>th</sup> of the month.

We offer several easy and convenient ways to pay. We accept cash, checks, and debit/credit cards.

- **Payments may be made at Town Hall at the drive-up or inside window during business hours or in the drop box at the drive-up window 24 hours/day.**
- **Pay Online at [www.ci.longview.nc.us](http://www.ci.longview.nc.us)**
- **Pay by phone: 844.915.2879**
- **Pay by Automatic Draft (ACH) from your checking account by completing the form attached (please include a voided check). Drafts occur on the 10<sup>th</sup> of each month.**

**A \$15.00 penalty will be added to any account not paid in full by the 16<sup>th</sup> of each month.**

**Note: Accounts with balances over \$15.00 remaining on the 26<sup>th</sup> of each month will be charged a penalty of \$35.00, and service may be disconnected.**

**Returned checks, drafts, or online/phone payments will be charged a penalty of \$35.00.**

Meter tampering is crime. Only Town of Long View Employees may turn on or off water meters.

### 2022 – 2023 Water and Sewer Rates:

#### INSIDE LONG VIEW TOWN LIMITS:

Water Rate 0 – 3000 Gallons \$22.57  
Over 3000 Gallons  
\$2.45 per 1000 Gallons

Sewer Rate 0 – 3000 Gallons \$23.63  
Over 3000 Gallons  
\$2.39 per 1000 Gallons

Garbage & Recycling \$14.87

#### OUTSIDE LONG VIEW TOWN LIMITS

Water Rate 0 – 3000 Gallons \$45.14  
Over 3000 Gallons  
\$4.90 per 1000 Gallons

Sewer Rate 0 – 3000 Gallons \$47.26  
Over 3000 Gallons  
\$4.77 per 1000 Gallons

The Town of Long View is responsible for repairs from the water meter to the street only.

No water/sewer discount is available for filling of swimming pools.

### Building and Zoning Permits:

Building, construction, renovation, demolition, fencing, or accessory structure (outbuilding) requires a Building Permit. Please call the Planning/Zoning Office at 828.322.3921 for information or questions.

### Street Lighting:

Please contact **Duke Energy at 800.777.9898** or [www.duke-energy.com](http://www.duke-energy.com) to report issues with street lighting, such as lights that are too bright or dim, or are burned out, or have changed color (purple). Please have the location address and pole number (if possible) available in order to file the report.

## Trash Collection and Recycling:

Republic Services provides Trash and Recycling service to residents of the Town. One blue trash bin and one blue recycling bin are provided to each residential property within town limits. Trash will be collected on all holidays except Christmas Day.

**Trash collection is weekly on Tuesday for NW residents and Wednesday for SW residents (Note: Residents from 17<sup>th</sup> Street SW to 23<sup>rd</sup> Street SW will be collected on Tuesday).** Kindly move your trash can to the street before 6 am on your collection day. Please bag your trash before placing in the blue can.

**Recycling is collected every other week on the same day as your trash is picked up.** A recycling schedule is available in Town Hall. Kindly move your recycling can to the street before 6 am on your collection day.

## What goes into the Recycling Can:

All Plastic Bottles and Containers with Lids  
Wide-Mouth Plastic Containers with Lids  
Rigid Plastics  
Mixed Paper, Newspapers and Inserts, Junk Mail, Printer/Computer/Copy Paper, Color Paper, and Envelopes  
Gift Wrap (no foil backing)  
Cardboard, Gift Boxes, and Shoe Boxes  
Core Rolls from Toilet Paper and Paper Towels  
Pizza, Cereal, and Other Food Boxes (no food debris)  
Milk and Juice Cartons (no liquids)  
Note: all boxes should be flattened  
Aluminum and Steel Cans and Lids  
Glass Bottles and Jars (all colors)  
Empty Spray Cans (no paint cans)

## DO NOT put these items in your Recycling Can:

Plastic Bags, Plastic Film or Wrap  
Food and Candy Wrappers  
Styrofoam or Foam Packaging  
Waxed Paper and Waxed Cardboard

Rubber or Tires  
Hazardous Waste, Electronics, and Paint  
Batteries  
Medical Waste and Supplies  
Glassware or Light Bulbs  
Clothing or Fabric  
Construction Debris or Yard Waste  
Food Waste or Household Garbage  
Garden Hoses or Wire Hangers

**Note: The Town does not provided disposal of any electronic items.** Please contact the Catawba County Landfill 704.462.1348 for electronics disposal information.



## Other Garbage Pick-up:

The Town of Long View will pick-up other garbage according to the following schedule:

### **Mondays - Brush, grass, and leaves:**

Please rake leaves and grass clippings to the edge of the street for vacuum pick-up. Please do not bag.

**Tuesdays (SW) and Wednesdays (NW)** – Limbs no longer than 6 feet and no larger than 6 inches in diameter. The ends must face the road.

**Thursdays (SW) and Fridays (NW)** – Furniture, Mattresses/Box Springs, and other junk items. Pallets must be broken down.

**Pick-up by Request (please call)** – Appliances (please remove doors) & off-rim tires (5 allowed per year).

### **Seasonal Leaf Pick-up:**

**November 1<sup>st</sup> – January 31<sup>st</sup>.** Vacuum pick-up of leaves curbside. We will not pick up bagged leaves.

Note: The Town will not pick-up roof shingles.

## Useful Phone Numbers & Web Addresses:

- **Duke Energy** – 800.769.3766 or [www.duke-energy.com](http://www.duke-energy.com)
- **Street Light Problems** – 800-777-9898 or [www.duke-energy.com](http://www.duke-energy.com)
- **Piedmont Natural Gas** – 800.752.7504 or [www.piedmontng.com](http://www.piedmontng.com)
- **US Postal Service Change of Address** [www.usps.com/move](http://www.usps.com/move)
- **Hickory Post Office** - 828-328-5503
- **Hickory Public Library** - 828.323.7400 or [www.hickorync.gov/library](http://www.hickorync.gov/library)
- **Hildebran Post Office** - 828-397-6573
- **Hildebran Public Library** - 828.764.9283 or [www.bcpls.org](http://www.bcpls.org)
- **Catawba County Government & Services** 828.465-8200 or [www.catawbacountync.gov](http://www.catawbacountync.gov)
- **Burke County Government Offices** - 828.764.9000 or [www.burkenc.org](http://www.burkenc.org)

**Voter Registration:** Voter registration forms are available in Town Hall or call 1-866-522-4723 or [www.elections.sboe@ncsbe.gov](mailto:www.elections.sboe@ncsbe.gov)

## Long View Recreation Center:

The Long View Recreation Center, Fields, and Gazebo are available for rental. Rental rates, rules, and information are available in Administrative Offices in Long View Town Hall or by calling 828.322.3921