

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 1st Avenue SW
Long View, NC 28602
828.322.3921

Police (non-emergency):
828.327.2343

Fire (non-emergency):
828.322.1311

EMERGENCY DIAL 911

2024 – 2025

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 1st of each month. Full payment is due on or before the 15th 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 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**
- **Pay by Automatic Draft (ACH) from your checking account by completing the form available in Town Hall or attached to your monthly bill (please include a voided check). Drafts occur on the 10th of each month.**

A \$25.00 late fee will be added to any account not paid in full by the 16th of each month.

Note: Accounts with balances over \$25.00 remaining on the 26th of each month will be charged a non-payment fee of \$50.00, and service will be interrupted.

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

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

2024 – 2025 Water and Sewer Rates:

INSIDE LONG VIEW TOWN LIMITS:

Water Rate 0 – 3000 Gallons \$28.13
Over 3000 Gallons
\$2.58 per 1000 Gallons

*Sewer Rate 0 – 3000 Gallons \$28.34
Over 3000 Gallons
\$2.51 per 1000 Gallons

Garbage & Recycling \$16.76
Minimum Monthly Bill Inside Town Limits \$73.17

OUTSIDE LONG VIEW TOWN LIMITS

Water Rate 0 – 3000 Gallons \$54.20
Over 3000 Gallons
\$5.15 per 1000 Gallons

*Sewer Rate 0 – 3000 Gallons \$54.58
Over 3000 Gallons
\$5.01 per 1000 Gallons

*Sewer is billed based on water consumption.

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 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.

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 17th Street SW to 23rd 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 provide 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:

Simply rake leaves and grass clippings to the edge of the street for vacuum pick-up.

Please do not put leaves in bags.

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 1st – January 31st. Vacuum pick-up of leaves curbside. We will not pick up bagged leaves.

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

Box Truck rental for bulk trash - \$75.00/load.

Useful Phone Numbers & Web

Addresses:

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

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.



Revised 2024-2025