



Communication & Outreach Department

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CLAYTON LAUNCHES REDESIGNED UTILITY BILL TO HELP RESIDENTS TRACK USAGE

CLAYTON, NC – Residents of Clayton will soon notice a fresh look to their utility bills. The Town is rolling out a newly designed bill that makes it easier to understand charges for water, sewer, and electricity.

Helping residents understand bills and providing guidance is at the heart of the Utilities and Billing Department. "Our focus is transparency and support," said Utility Billing Supervisor Kerrie Greening. "Residents can see exactly what is being used and receive suggestions to conserve and save. That is what customer service is about... being available when help is needed and guiding residents through their options."

The redesigned bill offers more detail than previous versions. Color-coded sections separate water, electric, and garbage charges, while graphs display monthly usage trends, allowing comparisons with past months. "Now, patterns in usage can be identified, and issues can be addressed early," Greening said. "It makes a difference when residents can understand the bill immediately and know the steps to take. It is about giving people control over their usage and helping them make informed choices."

A sample of the new bill will arrive in mailboxes in the coming weeks, giving residents a preview of the changes.

Residents can also access the free Clayton Utility Tracker at TownofClaytonNC.org/CUT. The tracker provides hourly water and electric usage, allows alerts for unusual activity, and can reveal hidden problems such as leaks or running toilets before they become costly. Notifications can be set for high usage or unusual activity, including monitoring during vacations.

Greening recalled, "The couple did not have the Utility Tracker, so I called to let them know their water meter was showing over 100 gallons per hour. I stayed on the phone while they checked the house and discovered a major leak in the garage. They had no idea there was an issue before my call. Moments like that show why this work matters."

The department also offers tools to help residents reduce energy use and manage costs. The online Energy Forecast Tool allows residents to enter details about their home, including thermostat settings, HVAC systems, and the age of the house. The tool provides personalized suggestions for conservation, such as adjusting heating or cooling, upgrading insulation, or maintaining equipment. "Even small changes, like adjusting heating or cooling, can have a significant effect," said Greening. "We guide residents through these steps and show how savings can add up while using energy wisely."

Keeping phone numbers, email addresses, and mailing information current allows the department to maintain clear communication about billing questions, high usage alerts,

service interruptions, and unexpected issues such as leaks. Residents can also choose how they would like to receive updates - by phone call, text, or email. "Having accurate contact information means the team can respond quickly, provide guidance, answer questions, and offer support whenever it is needed," Greening said. "It helps residents stay informed, address problems early, and gives everyone peace of mind."

Each day, the Utility Billing Department works behind the scenes to make life simpler and more transparent for Clayton residents. From answering questions and guiding residents through bills to offering tools and tips for conservation, the team provides support at every step.

The Town of Clayton will celebrate Customer Service Day on Saturday, January 17, recognizing the Utility Billing Department for the guidance, assistance, and solutions the team provides to residents every day.

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Photos 1-4: Utility Billing Supervisor Kerrie Greening

Photo 5: Sample of Newly Designed Utility Bill

Photo 6: Sample of Clayton Utility Tracker

Photo 7: Sample of Energy Forecast Tool