



FOR IMMEDIATE RELEASE- Town Departments Moving to New Town Hall Beginning Jan. 9

Jan. 7, 2026— The Town of Fort Mill’s Planning, Development Services and Customer Service and Utility Billing departments will be moving to the new Fort Mill Town Hall, at 205 N. White St., beginning Jan. 9, 2026.

During the move, the Town Hall Annex, at 200 Tom Hall St., will be closed that day and will not be available for in-person utility payments, new service activations, utility terminations, or any Planning and Development Services needs. The last day for customers to access the Town Hall Annex will be Thursday, Jan. 8.

These departments will join the Administrative and Police departments, as well as Fort Mill Town Council and Municipal Court, which all moved into the new Town Hall building last year.

Beginning Jan. 12, the public will visit the new Town Hall building for all Customer Service needs, including:

- Water & Sewer Utility Payments
- Business Licenses
- Building and Zoning Permits
- Court Payments
- Parks & Recreation Registration and Payments

Just a reminder, that in addition to paying in person, customers can also pay their utility bills online, by mail, by phone, through bank draft or by using our drop box at Town Hall. For full details, visit <https://www.fortmillsc.gov/414/Billing-Customer-Service>.

To access the new Customer Service area on Jan. 12, customers can park in the lot off McCammon St. Find the double doors located in between the Town seal and Police Department signs, enter the lobby and take your first right down the hallway. The new Customer Service center will be on your left.

The last date to use the Utility Payment drop box at the Town Hall Annex building is Jan. 8. Beginning Jan. 12, customers can drop their payments in the drop box inside the new Town Hall. Payments dropped off after 8:30 a.m. each day will be credited for the next business day. The drop box will be located along the right-hand side wall in between the first and second set of double doors accessible from the parking lot.

We look forward to welcoming our community to our new Town Hall and continuing to provide the high level of customer service our team proudly delivers every day.

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