

Town of Spring Lake

300 Ruth Street · Spring Lake, North Carolina 28390 · (910) 436-0241

Utility Service Application Residential Service Transfer

APPLICATIONS WILL NOT BE ACCEPTED AND SERVICE WILL NOT BE ESTABLISHED, WITHOUT THE FOLLOWING:

➤ 1. **\$15.00 service fee** – The deposit will transfer from your previous location and will remain on your account until your final bill. If your final bill is larger than the deposit amount, you will be billed for the balance. If your final bill is less than your deposit amount, we will send a refund check to your new residence. If your refund is less than \$3.00, no refund will be issued.

➤ 2. **Two Forms of Identification one form must be a picture.** – This must be the same person whose name appears on the account.

➤ 3. **Rental or Lease Agreement** – If you do not own the property where service will be established, a copy of the rental or lease agreement must accompany the application. Proof of ownership will be required.

Please ensure that all faucets are tuned off. Failure to do so may result in a delay of service. We are not responsible for any damage to property due to neglect on the customers part. Your service order will be completed within 24 hours of the application date.

Turn on Date _____ Turn off Date _____ Transferring From _____

Applicant Name _____

Service Address _____

Mailing Address (if different from above) _____

City _____ State _____ Zip Code _____

Telephone # _____ Cellular # _____ Social Security # _____

Drivers License # _____ State Issued _____ Date of Birth _____

NEAREST RELATIVE - NOT LIVING WITH YOU

1. Name _____ Telephone _____ Relationship _____

Address _____

N.C.G.S. § 105A-3 (c) Authorizes the Town of Spring Lake to obtain Social Security numbers. Social Security numbers are given on a voluntary basis and are used to collect any debt that may be owed to the town.

Meters are read and bills are calculated on a monthly basis. Billings are mailed by the third day of each month. Account balances are due and payable on the tenth (10th) day of the month. If account balances are not paid by the close of business on the eighteenth (18th) day of the month, a \$25.00 late penalty will be assessed to each account. If the eighteenth (18th) falls on a Saturday, Sunday or a holiday, the late penalty will be added at the close of business of the first working day thereafter. If the account balance remains unpaid following the close of business on the twentieth (20th) day of the month, utility service is subject to disconnection. Accounts with a balance of thirty dollars (\$30) or less will not be subject to disconnection. If service is disconnected and the meter shows that any usage has occurred between the cut off and restoration there will be a tampering fee assessed on the account in the amount of \$100.00. The tampering fee must be paid in addition to any other charges that may be due on the account before water service can be restored. The town is not responsible for the bills that are not delivered by the US Postal Service. If you do not have your bill by the fifth (5th) day of the month, you should contact the Revenue Billing Division. **We do not send second notices.** If you have a question regarding the charges on your bill, contact the Town of Spring Lake Billing & Collections Division at (910) 436-0241 during normal business hours prior to the 10th day of the month. The town's normal hours of operation are Monday thru Thursday 7:30 to 5:30 and 7:30 to 12:00

Customer Signature	Date
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For Office Use Only

CSR Initials _____ Date _____