

P | 704.984.9615  
F | 704.984.9612



[www.albemarlenc.gov](http://www.albemarlenc.gov)  
PO Box 190  
Albemarle, NC 28002

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Welcome to the City of Albemarle. Enclosed you will find the information for establishing **Residential** service, required deposits and forms necessary to begin service with us. If you have any questions please call us at 704-984-9615.

**\*NEW BUILD SERVICE CONTRACTS: If you are needing service for a new construction call Public Utilities at 704-984-9605.**

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## ESTABLISHING SERVICE

### Office & Service Hours:

The City's Utility Department is located in City Hall at 144 N 2<sup>nd</sup> St, Albemarle, NC 28001. City Hall is open from 8:00 a.m. to 5:00 p.m. and Customer Service is open from 8:30 a.m. to 5:00 p.m. Monday through Friday (with the exception of holidays).

### Request for Service:

Original Application of Service: Any customer requesting services will complete a contract for utility services and agreement for services. The customer will need a valid government issued picture identification. Disclosure of your Social Security/Federal ID number is not mandatory.

- The City recognizes a joint contract for utility services for utility service, which allows credit to be established for both husband and wife. A separate contract for utility service will be requested if more than one connection is requested.
- Any customer requesting services & request that account be put into a business name, will be asked to provide a W-9.

### Additional Information required for Services:

- If you are the Owner of the Property you may be required to show proof of ownership. If the Representative is Power of Attorney for the Customer needing service, they must provide Power of Attorney paperwork and state issued photo ID for both Power of Attorney & Owner.
- If you are the Tenant of Property you must provide current lease agreement between property owner, Power of Attorney or Property Manager. If the lease is with Power of Attorney of the property owner, then Power of Attorney paperwork is also required. If lease is with Property Manager, the management agreement is also required.
- All Customers applying for service must be able to provide one of the following: be a current "Good Credit" Customer with the City of Albemarle, pay the required deposit, have a Guarantor to co-sign on the account or letter of credit from current utility company showing on time payments for the last 12 consecutive months.

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**Time of Application:** The City will strive to meet customer's needs for connection of service. Normal connections not requiring installation of equipment, inspections, line crew (i.e. transfer of service) will be made the same day as the requested, if the request is received prior to 1:00 p.m. on normal Business Days.

**Out-of-Town Connection Requests:** If a customer wants to obtain service prior to arrival in the City, the City may provide service and mail, email or fax the contract to the customer. The customer shall provide signed and notarized contract for utility services. The customer shall provide one of the following concerning deposits: Required deposit per fee schedule (can only be paid inside City Hall) or good letter of credit from previous utility for the last 12 consecutive months.

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## FEE SCHEDULE

### Residential Deposits:

Deposit for Electric Only. .	\$200.00
Deposit for Water and Sewer Customers. . .	\$70.00
Deposit for Sewer Customers Only. . .	\$35.00
Deposit for Water Customers Only	\$35.00

*All information from City of Albemarle Public Utilities Department, Customer Service Policy*

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Date: \_\_\_\_\_

Move In Date: \_\_\_\_\_

Residential

**PLEASE PRINT**

SSN: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ or Federal ID #: \_\_\_\_\_ - \_\_\_\_\_

Customer Name: \_\_\_\_\_

Service Address: \_\_\_\_\_ Apt #: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Mailing address (if different from above): \_\_\_\_\_

Email Address: \_\_\_\_\_

Contact phone: \_\_\_\_\_ Other phone: \_\_\_\_\_

Driver's Lic/ID #: \_\_\_\_\_ State: \_\_\_\_\_ DOB: \_\_\_\_\_

Own: \_\_\_\_\_ Rent: \_\_\_\_\_ Landlord's name: \_\_\_\_\_ **\*Copy of lease agreement/proof of ownership required.**

Landlord Confirmation (Office Use Only): \_\_\_\_\_

Previous Address: \_\_\_\_\_

**Utility service will be subject to any and all rates, rules, policies, regulations, procedures, terms and conditions applicable to the services, and as revised by the City with the authority given it by NCGS Chapter 160A, Article 16. Your Social Security Number may be used for collection purposes of taxes and utility bills.**

\_\_\_\_\_  
Customer Signature

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**For Office Use Only:**

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Customer #: \_\_\_\_\_ Account #: \_\_\_\_\_

Deposit: \_\_\_\_\_ Letter of Credit: \_\_\_\_\_ Date rec'd: \_\_\_\_\_

Deposits Payment Confirmation #: \_\_\_\_\_

I have verified that all above information is complete and accurate: \_\_\_\_\_  
Staff Signature

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**Transfer Information:**

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Acct # Transferring from: \_\_\_\_\_

Customer Credit Rating: \_\_\_\_\_ Services #: \_\_\_\_\_

Name on Acct: \_\_\_\_\_

Deposit currently on file: \_\_\_\_\_

Service Address: \_\_\_\_\_

Deposit required on new acct: \_\_\_\_\_

**Balance due for transfer:** \_\_\_\_\_

Cut off Date: \_\_\_\_\_

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Customer Signature

Date

**Social Security/Federal ID Number Uses**

Disclosure of your Social Security/Federal ID number is not mandatory. Your Social Security/Federal ID number will be used to facilitate collections of property taxes if you do not timely and voluntarily pay such taxes. For tax collection purposes, your Social Security/Federal ID number may be disclosed to (i) the state to claim payment from any state income tax refund that might otherwise owed to you; (ii) a bank or an employer to attach bank accounts or garnish wages; and, (iii) to other local governments and other departments of this local government to facilitate the collection to taxes and other obligations owed to those governments and departments. Your Social Security/Federal ID number may also be used for collection of utility debt and be shared with NC Department Debt Set-off and/or third party collector.

\_\_\_\_\_  
Initial

**Prior Debt**

The City shall not furnish service to an applicant who is indebted to the City for service previously furnished, or to the applicant or any other member of the applicant's household, until all indebtedness has been satisfied. *Per City of Albemarle Public Utilities Department Customer Service Policy*

\_\_\_\_\_  
Initial

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## Bank Draft

I authorize the City of Albemarle to draft the provided bank account on a recurring monthly basis. The draft will occur on the due date that is reflected on the billing statement. This is to remain in effect until the City of Albemarle has received written notification from the account holder. The notification of termination must be received ten (10) business days prior to the due date. The City of Albemarle reserves the right to cancel said bank draft.

\_\_\_\_\_  
Account name

\_\_\_\_\_  
Utility account number(s)

\_\_\_\_\_  
Service address

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
CSR Signature

# Attach voided check