

Town of Norlina – Municipal Utilities
Town Hall 139 Hyco Street P.O. Box 149, Norlina, NC 27563 – (252) 456-3325
Contract for Utility Services

Deposit Paid\$_____ Set-up Fee Paid\$_____ Receipt Number_____ Meter Reading_____

In applying for water and or sewer service you agree to abide by the Rules and Regulations of the Town of Norlina water distribution and or sewer collection system including restrictions, if any, on outdoor water usage, as well as rates and fees set by the Board of Commissioners.

Water Bills are due on the 5th of the month. Balances remaining after 5:00 pm on the due date will be assessed a penalty of \$20.00. If the 5th falls on the weekend or holiday, the bills will be due the following business day. Service is subject to disconnection (interruption of service) within 24 hours of the 10th of the month without further notice. Service will be reinstated within 24 hours of full payment of account balance including a reconnection fee of \$40.00.

It is the customer's responsibility to maintain all plumbing from the meter into and throughout the structure per building code requirements. Norlina Public Works department reserves the right to inspect plumbing and discontinue service where plumbing is not maintained or is not in compliance with the NC State Building Code – Volume 11, Plumbing or the Rules and Regulations set forth by Town of Norlina Public Works

Applicant Information

Read & Initial _____

Name: _____
Last First Middle

Driver's Lic / ID # _____ SSN: _____ Birthdate: _____

Phone: _____ Email: _____
Home Cell Work

Physical Address: _____ PO Box / Mailing Address: _____

City/ State / Zip: _____ Subdivision / MHP / Apartment _____ Lot # _____

Is This a Rental Property () Yes () No *Lease or Rental agreements are required for service.

Owners Name: _____ Phone Number _____

Addresses: _____
Street Address Mailing Address City ST Zip

Rental Agency is Different from Owner: _____ Phone Number _____

Employer Name and Address: _____

List all adults living at service address: _____

Have you had an account with us before? () No () Yes If Yes, Previous Address: _____

Does anyone at this address have Medical Issues? ☐ YES ☐ NO If Yes, Explain: _____

The Town shall use reasonable diligence to provide constant and uninterrupted services to the consumer, but if such services shall fail or be interrupted or become irregular through any cause beyond the reasonable control of the Town, the Town shall not be liable for any damages resulting from such failure, interruption or irregularity.

Customer agrees that the Town of Norlina is authorized to check credit and employment history prior to establishing service, and Customer agrees to answer questions regarding credit and employment history.

Customer shall pay such fees and deposits as shall be established by the Town and shall further be subject to termination of services upon non-payment or failure to comply with rules, regulations, ordinances or laws as established by the town.

Customer acknowledges and agrees to pay minimum water and wastewater charges even in the event that the premises are vacant for extended periods of time, provided that customer may eliminate minimum water and wastewater charges only by requesting the town terminate service. In such event, customer agrees to pay a reinstatement fee, as set by the Town, to restore water and wastewater services. Customer is responsible for services until Town is notified to discontinue said services.

There will be a charge on all returned checks in the maximum amount allowed by state law, and customer agrees to pay the same.

The Town requires free obstruction access to water meters at all times.

In the event this account is placed with an attorney for collection, either with or without suit, customer shall be responsible for all court costs and reasonable attorney's fees incurred thereby.

In the event this account is placed with a collection agency for collection, customer shall be responsible for all collection costs incurred.

Customer hereby warrants and affirms that the information provided on this contract is true and correct to the best of their knowledge. Failure to provide true and accurate information may subject you to criminal prosecution to the full extent of the law. Customer affirms, understands, and agrees to comply with all provisions of the Utility Contract.

Customer Signature

Date

Read & Initial by each:

_____ I acknowledge Utility deposits will be held without interest for an indefinite period of time. Customer agrees to be bound by the utility policy of the town and also the terms and conditions of the Rate Schedule and to pay applicable rates as established by the Norlina Town Board.

_____ I acknowledge that I have been advised of my due date 5th of the month and cutoff date 10th of the month.

_____ I acknowledge that I have been advised of the penalty and reconnect fee.

_____ I acknowledge that Town of Norlina receives a Post Office receipt guaranteeing.

_____ I acknowledge that although Norlina Public Works can guarantee that the bills were delivered to Post Office for mailing. Norlina Public Works cannot guarantee proper mail delivery by the U. S. Postal Service.

_____ I acknowledge I am still responsible to pay my bill by 5:00pm on the due date even if my bill was not delivered to me by the U. S. Postal Service.

_____ I acknowledge that I have been given the opportunity to become a bank draft customer.

Please read carefully and sign and date at the bottom

I acknowledge that the Town of Norlina has a meter tampering fee of \$350 which will be charged to you if you turn your meter back on after service has been disconnected for non-payment.

I acknowledge as the owner, tenant, and or account holder of this water agreement that if my service line, service meter, meter setter, meter box, sewer cleanout, or any other property that belongs to the Town of Norlina Utility department is destroyed or damaged by anyone or anything short of being an act of god during this time I will be billed for the damages.

I acknowledge as the owner, tenant, and or account holder of this water agreement that if damages occur during this time and the damages are found to be in a malicious intent or with the intent of larceny I will be charged with a misdemeanor and possibly a felony of damages warrant such.

Applicant (Print name and sign

Date