

Town of Norlina – Municipal Utilities – Service Contract

Town Hall - 139 Hyco Street

P. O. Box 149

Norlina, NC 27563

Phone (252) 456-3325

THE TOWN DOES NOT ACCEPT CASH. ONLY PERSONAL CHECKS, MONEY ORDERS, OR CREDIT CARD PAYMENTS (VISA/MASTERCARD) WILL BE ACCEPTED. THERE IS A \$3.95 FEE FOR CREDIT CARDS. ACCOUNTS CAN BE MADE ONLY IF ALL REQUIRED DOCUMENTS AND PAYMENT OUTLINED DIRECTLY BELOW ARE PROVIDED BEFORE 3:30P.M. NO EXCEPTIONS WILL BE MADE FOR THIS POLICY.

- Money order or check for the \$300 Deposit and \$100 Set-Up Fee, and an emergency contact.
- If you are renting, a physical copy of the lease. If you have purchased a home, a physical copy of the deed.
- A copy of your Social Security Card and Driver's License OR Passport, and a Post Office Box, which is free.

In applying for water and sewer services, you agree to abide by the rules and regulations of the Town of Norlina water distribution and sewer collection system, including restrictions, if any, on outdoor water usage, as well as rates and fees set by the board of commissioners. **The account number is for the Water Department to fill out. Deposits will be returned after the account is closed, provided there is not already an outstanding balance.**

Water Bills are due on the 5th of each month. Balances remaining after 5:00 p.m. on the due date will be assessed as a penalty of \$20.00. Service is subject to disconnection 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 reconnection fee of \$40.00**. If reconnection is after 4:00 p.m., there will be an additional fee of \$10.00. If the 5th falls on a Friday, payments must be received no later than 4:00 p.m. **If the 5th falls on a holiday or weekend, you have until close on the business day prior to the 5th. (Mon-Thurs 9:00am-5:00pm | Fri 9:00am-4:00pm | Lunch 12:30pm-1:30pm)**

It is the **customer's responsibility** to maintain all plumbing from the meter into and throughout the structure per building code requirements. The Norlina Public Works Department reserves the right to inspect plumbing, and disconnect services 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 the Town of Norlina Public Works.

Read & Initial: _____

Application Information

Name: _____ Date: _____
Last First Middle

Driver's License #: _____ SSN: _____ Birthdate: _____

Phone Number (H): _____ (C): _____ E-mail Address: _____

Emergency Contact (Name and #): _____ Account #: _____

Physical address: _____ P. O Box: _____

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

PLEASE READ ALL THE FOLLOWING CAREFULLY BEFORE SIGNING OR INITIALING BELOW.

Customers shall pay such fees and deposits as shall be established by the Town and shall further be subjected to termination of services upon non-payment or failure to comply with rules, regulations, ordinances, or laws, as established by the town. Customers acknowledge and agree to pay minimum water and wastewater charges, even if the premises are vacant for an extended period, provided that the customers may eliminate minimum water and wastewater charges only by requesting the Town terminate services. In such an event, customers agree 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. The Town of Norlina requires free access to water meters, without obstruction. There will be a charge on all returned checks in the maximum amount allowed by state law, and customer agrees to pay the same. In the event this account is placed with the attorney for collections, 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 your 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.

Applicant Signature: _____ **Date:** _____

Read & Initial by each:

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

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

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

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

_____ I acknowledge that I am still responsible to pay my bill by the deadline 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.

I acknowledge that the Town of Norlina has a meter tampering fee of **\$350**, which will be charged to my account if the water meter is turned on after service has been disconnected for non-payment. I acknowledge that 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/Water Department is destroyed or damaged by anyone or anything short of an act of God during this time, that I will be billed for damages. I acknowledge as the owner, tenant, and account holder of this contract, that if damage occurs during this time and the damage is found to be with malicious intent or with intent of larceny, that I will be charged with a misdemeanor, and possibly a felony, if damages warrant such. **I acknowledge that any unattended accounts after 3 months will be terminated.**

Applicant (Print and sign): _____ **Date:** _____