



PENDER COUNTY UTILITIES

Post Office Box 995
605 E. Fremont Street
Burgaw, NC 28425

Phone: 910-259-1570 / Fax: 910-259-1579

Central Maple Hill Moores Creek Rocky / Topsail Scotts Hill

Application/Agreement for Water Service

APPLICANT INFORMATION

Name _____

Service Address _____
Street City State Zip

Mailing Address _____
Street City State Zip

Home # () _____ Work # () _____ Cell # () _____

Social Security # _____ Driver's License # _____ State _____

Note: Disclosure of your social security number is voluntary. We are authorized to collect this information because we are extending credit for services and it will only be used for collection of debts owed to PCU. The last four digits of your social security number will be used to verify your identity before disclosing account information in accordance with the FTC Identity Theft Prevention and Detection regulations.

PROPERTY INFORMATION

Subdivision _____ Lot # _____

Check all that apply: Residential _____ Business / Commercial _____

Water Source: PCU _____ Private Well _____

Rental: _____ (Yes or No) Allow Billing to Tenant? Yes _____ No _____

If rental – Landlord's Name and Address _____

Date to start New Service: _____ If transfer of account: Date to Stop Service: _____

Address transferring from: _____

This application/agreement and the documents referred to in this application/agreement, specifically including the Rules and Regulations for the water district marked above, under the management of Pender County Utilities (PCU), constitutes an agreement between the Customer and PCU's Water District with respect to the provision of water service. No party shall be responsible to the other except as set out in this application and those agreements or documents referred to in this application/agreement.

New Construction/Meter: Customer must place the blue flag to indicate placement of new meter. The flag should be one foot inside the property line near the road. Failure to mark meter placement, installation will not take place, and the customer will be placed at the bottom of the waiting list. (Applicant's initials _____)

PIN# _____ Email: _____

Water service will be subject to any and all rates, fees, rules, regulations, policies, ordinances, procedures, terms and conditions applicable to said service, and as revised by PCU with the authority granted by North Carolina General Statute, Chapter 160A, Article 16. PCU may reject any application/agreement for service when the applicant is delinquent in payment of bills incurred for service previously supplied at any location or violation of the Rules/ Regulations/Policies/Ordinances of Pender County and the State of North Carolina.

Installation of New Service: If this application/agreement is to establish new service for water, it is understood by the customer that acceptance of this application is not guaranteed until the time of a complete meter set (box, meter, and other components) have been completed. Upon installation of the meter by PCU, the customer's account will be activated, and the availability fee will begin the following billing cycle after notification of the water meter installation. Installation of the water line from the meter to the home is the responsibility of the property owner in accordance with the requirements of PCU and the North Carolina Plumbing Code. The meter will be turned on upon completion of the final inspection by PCU.

(Applicant's initials _____)

Utility Billing/Collection Policy: (Summary of policies from the Pender County Water Ordinance)

1.1 **Payment Due Date:** Bills are due upon receipt and become delinquent 30 days after the billing date. The due date is printed on your bill. Bills must be paid by 5:00 p.m. on the 15th of the month following billing. Termination of service for non-payment will occur on the 16th of each month following billing (or next business day after the 15th), at which time a Disconnect Fee of \$65.00 will be added to your account. Water service terminated for non-payment will be restored only during regular business hours only after the account balance and all fees are paid in full.

(Applicant's initials _____)

1.2 **Payment Options:** You can pay your bill using cash, check, money order, or debit/credit card in person at the PCU office. You may mail a check using the envelope provided in your bill. Also, you may make payments using debit/credit card over the phone or online. The PCU's online site is www.pendercountync.gov under the I want too...tab. The easiest and simplest way is to set up an Automatic Bank Draft, so you never have to worry about forgetting a payment.

1.3 **Returned Checks and Bank Drafts:** If your check or bank draft is returned by the bank, you will be charged a Returned Check fee of \$25.00. You will need to come to the PCU office to pay the amount due plus the Returned Check Fee in cash.

1.4 **Vacant Property:** The owner of the property is responsible for all charges unless a tenant has been authorized by the property owner to be billed for service.

Customer Agreement:

By my signature below, I hereby request water service from the Water District marked above. In requesting utility service, I accept full responsibility for all charges, fees, penalties, or other obligations incurred while in my name. This includes any leaks that may occur in my water line which begins at the customer's side of the water meter. I agree to provide written notice to the District when the property is sold. I agree to guarantee proper protection for the District's property at this service location and shall permit access to it only by authorized representatives of the District. I have been provided, read, and understand the information provided in the District's Rules and Regulations and stated on this application/agreement. I warrant that the information provided for the purpose of obtaining utility service to be true and accurate to the best of my knowledge. I acknowledge that if I am also a sewer customer, of the District or another entity, the District reserves the right to discontinue water service if the sewer bill is not paid according to the sewer service provider's policies, and that water bill information will be provided to the sewer service provider for billing purposes.

It is further agreed, the Water District reserves unto itself, the right to refuse or discontinue service and remove any District property from the premises if a violation of the District's Rules and Regulations occurs. The District will not be held liable or responsible for damage of any kind whatsoever resulting from water use, or the use of water on the premises, unless such damage results directly from negligence on the part of the District. In the event of any loss or damage to the property of the District, or any accident or injury to persons or property which is caused by or results from negligence or a wrongful act of the applicant, his/her agent(s), or employees, the cost of the necessary repair(s) or replacement(s), plus any cost of any part and materials along with a service fee of no less than \$25.00, will be paid by the customer to the District; and any liability otherwise resulting, will be assumed by the applicant.

Applicant's Signature

District Representative

Print Applicant's Name

Date of Application/Agreement

**** NOTE: Applications signed outside the Utility Office must be Notarized. ****

Notary Signature and Seal

Date of expiration of Commission

OFFICE USE ONLY

Inspection/Transfer/Deposit (Circle all that apply)

Customer # _____

Account # _____

Permit # _____

Parcel ID # _____

Water Tap Fee \$ _____

Sewer Tap Fee \$ _____

Transfer Fee \$ _____

Meter Only Fee \$ _____

Inspection Fee \$ _____

Hydrant Meter Deposit \$ _____

VOLUNTARY SURVEY OF CUSTOMER DEMOGRAPHICS

The following information is requested by the Federal Government in order to monitor compliance with Federal laws prohibiting discrimination against applicants seeking to apply for water service. You are not required to furnish this information but are encouraged to do so. This information will not be used in evaluating your application or to discriminate against you in any way. However, if you choose not to furnish it, we are required to note the ethnicity, race, and gender of the individual applicants based on visual observation or surname.

Gender: Male Female Other

Ethnicity: Hispanic or Latino Not Hispanic or Latino

For Office Use only:

Race: American Indian / Alaskan Native

Water District _____

Asian

Black or African American

Native Hawaiian or Other Pacific Islander

White

Other

I respectfully Decline to provide this information

ENCUESTA VOLUNTARIA DE DATOS DEMOGRÁFICOS DE CLIENTES

La siguiente información es solicitada por el Gobierno Federal con el fin de supervisar el cumplimiento de las leyes federales que prohíben la discriminación contra los solicitantes que buscan solicitar el servicio de agua. No está obligado a proporcionar esta información, pero se le anima a hacerlo. Esta información no se utilizará para evaluar su solicitud o para discriminarlo de ninguna manera. Sin embargo, si decide no proporcionarlo, estamos obligados a no proporcionar el origen étnico, la raza y el género de los solicitantes individuales en función de la observación visual o el apellido.

Género: Masculino Femenino Otro

Etnia: Hispano o Latino No Hispano o Latino

Raza: Indio Americano / Nativo de Alaska

Asiático

Negro o afroamericano

Hawaiano nativo u otro isleño del Pacífico

Blanco

Otra cosa _____

Respetuosamente me niego a proporcionar esta información

Utility Billing Policies for Residential Properties

Please check each line to confirm you have reviewed each item and sign the agreement below.

- Residential Water is charged at **\$7.50 per 1,000 gallons** and **\$11.00 per 1,000 gallons** for anything over 10,000 gallons; Irrigation is charged at **\$8.00 per 1,000 gallons** and **\$11.95 per 1,000 gallons if over 10,000 gallons per month**
- The account holder is responsible for any damage to the meter on the property. Replacement Costs for Items Are as listed:
 - o Lid \$35
 - o Meter Box \$55
 - o Meter \$400
 - o Lock \$25
 - o Setter is charged at current parts and labor rates (purchase rates change daily)
 - o Meter Base \$35
- Bills are sent out on the 1st of every month and are due upon receipt. We allow a 45-day grace period until the 15th of the following month for bills to be received in our office by 5 pm unless the 15th falls on a weekend, then the bills are due the Friday before the 15th by 5 pm. If bills are not received in the office by the 45th day or the Friday before if the 45th day falls on a weekend after the bill was issued you will incur a 10% late fee. After the 45th day, you are subject to a 10% late fee.
- The cutoff date is ALWAYS listed on your bill, and you will also receive a notice via text message before your water service is terminated. Once you are turned off for non-payment your past due bill with the late fee plus a \$65 administration fee and the current bill on the account must be brought to a 0 balance to restore services. **ABSOLUTELY NO EXTENSIONS ARE GIVEN BEYOND THE 45 DAYS**
- Pender County Utilities only allows one courtesy leak adjustment IF you have a licensed plumber invoice/receipt or receipts from a store showing that you purchased parts. The owner is responsible for any leaks between the meter and the house. **HANDWRITTEN RECEIPTS ARE NOT ACCEPTED AND PLUMBERS LICENSE INFORMATION AND BUSINESS INFORMATION MUST BE ON YOUR INVOICE/RECEIPT**
- It is the owner/ tenant's responsibility to contact Pender County Utilities when a property is vacated to remove your name from the utility account.
- The \$200 deposit required by a tenant is refundable when the tenant moves out upon them calling us to notify us that they have moved and to provide a forwarding address to return funds to.
- The owner is responsible for any leaks between the meter and the house
- Any agreement the Owner has with a tenant regarding the payment of utilities, is an agreement between the Owner and tenant.
- Owners are responsible for the billing status of their rental properties and should always check the status immediately upon a vacancy. Mail returned from a vacant property will not be forwarded to the Owner. Delinquency and water turn-off will result in additional fees, regardless of vacancy or tenant changes
- The Owner is responsible for informing tenants of all services provided by the county, as well as county policies regarding the water, sewer, and sanitation services. The county will provide information on payment options, and the covered services upon request.
- Once the meter is placed on the property whether you are using the water or not (even if you are not connected) you will still be charged a monthly meter availability fee. Prices are as listed

¾" meter - \$32.50	3" meter - \$61.25
1" meter - \$36.00	4" meter - \$101.25
1.5" meter- \$37.00	6" meter - \$202.50
2" meter- \$40.00	8" meter - \$325.00

Irrigation - \$32.50

Signature _____ Date _____

House Account # _____ Irrigation Account # _____

Customer ID _____