



Town of Spring Lake  
300 Ruth Street  
Spring Lake, NC 28390  
(910) 703-8912

## Commercial Utility Service Application

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

1. **Deposit/Service Fee** – A Deposit and Service Fee will be required as established in the Town of Spring Lake Rate and Fee Schedule. The deposit charge 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 business address. If your refund is less than \$3.00, no refund will be issued.

2. **Picture identification** – This must be the person who is assuming financial responsibility for the account. Not needed if corporate.

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; otherwise, 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 negligence on the customers part. Your service order will be completed within 24 hours of the application date.**

**Date Service Requested:** \_\_\_\_\_ **Account Number:** \_\_\_\_\_

Business Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Email \_\_\_\_\_ Phone \_\_\_\_\_

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

Mailing Address (if different from above) \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Telephone # \_\_\_\_\_ Fax # \_\_\_\_\_ SS# / TIN \_\_\_\_\_

Sole Proprietorship ( ) Partnership ( ) Corporation ( )

Name of Principal Officer: \_\_\_\_\_ Title: \_\_\_\_\_

**For Sole Proprietor Account, the following must be provided:**

Drivers License # \_\_\_\_\_ State Issued \_\_\_\_\_ Date of Birth \_\_\_\_\_

**COPORATE OFFICE CONTACT IF DIFFERENT FROM ABOVE.**

1. Name / Title \_\_\_\_\_ Telephone \_\_\_\_\_ Relationship \_\_\_\_\_

Address \_\_\_\_\_

N.C.G.S. § 105A-3 (c)- 105A-16 (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 (10<sup>th</sup>) day of the month. If account balances are not paid by the close of business on the eighteenth (18<sup>th</sup>) day of the month, a \$25 late penalty may be assessed to each account. If the eighteenth (18<sup>th</sup>) falls on a weekend or a holiday, the late penalty will be added at the close of business of the first working day thereafter. Second notices will be mailed on the nineteenth (19<sup>th</sup>) day of the month for account balances that are unpaid. If the nineteenth (19<sup>th</sup>) falls on a weekend or holiday, notices will be mailed the following business day. Those accounts that remain unpaid on the first business day following the twenty-fifth (25<sup>th</sup>) day of the month will be subject to disconnection. Accounts with a balance of \$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. The tampering fee must be paid in addition to any other charges that may be past due on the account before utility 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 (5<sup>th</sup>) day of the month, you should contact the Revenue Division; customers are financially liable for utility accounts regardless of whether a bill is received.

If you have questions regarding your bill or wish to dispute any charges, contact the Town of Spring Lake Revenue Division at (910) 703-8912 during normal business hours prior to the 10<sup>th</sup> day of the month.

The Town's normal hours of operation are Monday thru Thursday 7:30 to 5:30 and Friday 7:30 to 12:00.

For a complete listing of the Town of Spring Lake utility ordinances and policies, reference the Welcome Packet that has been provided or visit our website at [www.spring-lake.org](http://www.spring-lake.org).

I, \_\_\_\_\_, acknowledge that I have received a copy of the Town of Spring Lake utility policy and rate schedule found in the Welcome Packet. I understand that the contents therein are my responsibility to read and comprehend. I further understand that should I not understand any part of any provision, it is my responsibility to contact the Revenue Division for clarification.

By signing below, I understand that the company listed above is assuming financial responsibility for any utility account with the Town of Spring Lake bearing its name.

\_\_\_\_\_  
Authorized Agent

\_\_\_\_\_  
Date

***For your convenience, online bill payment is available free of charge at [www.spring-lake.org](http://www.spring-lake.org)***

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For Office Use Only

CSR Initials \_\_\_\_\_ Date \_\_\_\_\_