



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

**Utility Service Application
 Residential Service Transfer**

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

- \$20.00 Service Fee** – A deposit will transfer from your previous location and 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 new address. If your refund is less than \$3.00, no refund will be issued.
- Two Forms of Identification one form must be a picture.** – This must be the same person whose name appears on the account.
- 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 customer's part. Your service order will be completed within 24 hours of the application date.

Turn on Date: _____ **Turn off Date:** _____ Transferring From _____

Applicant Name: _____

Transferring To Service Address: _____

Mailing Address (if different from above) _____

City _____ State _____ Zip Code _____

Telephone # _____ Cellular # _____ SS# _____

Driver License # _____ State Issued _____ Date of Birth _____

NEAREST RELATIVE – NOT LIVING WITH YOU

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 (10th) day of the month. If account balances are not paid by the close of business on the eighteenth (18th) day of the month, a \$25 late penalty may be assessed to each account. If the eighteenth (18th) 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 (19th) day of the month for account balances that are unpaid. If the nineteenth (19th) 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 (25th) 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 (5th) 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) 436-0241 during normal business hours prior to the 10th 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.

Customer Signature	Date
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For Office Use Only

CSR Initials _____ Date _____