

Town of Ellenboro

Water/Sewer Application

Please return the following items

- ✚ Completed Water/Sewer Application (1Page)
- ✚ Copy of Driver's License (ALL PARTIES 18+)
- ✚ Copy of Rental Lease or Homes Deed
- ✚ A onetime Payment for services to be connected (\$25.00 for connection fee + \$150.00 deposit fee) total of **\$175.00**

✚ **DEPOSIT:** There will be a \$150.00 security deposit due at the time of application for water/sewer service. This deposit will be applied to any unpaid balance at the disconnection request of the account holder. Any credits to the account after the deposit is applied will be refunded separately after the final bill has been processed. Homeowners will have their deposit applied to their account after a 12 month period if water has not been disconnected for nonpayment or check returned for insufficient funds. You must own your home and land for which the deposit was paid. Proof is required for this to go into effect. The Town of Ellenboro does not apply interest to the deposits that they hold in escrow. In case of co-applicants, the deposit will be returned to the main account holder.

✚ **CONNECT FEE:** There is a connect fee of \$25.00 for all New customers. If a person is switching water to their name the \$25.00 still applies because the meter has to be re-read for the new customer's account. Examples are- Renters switching water out of rental company name or homeowners name into their name per homeowner or rental companies say or request.

Incomplete applications will not be accepted nor processed.

To receive ALERTS about water quality, bill reminders, closures or other important information regarding Town of Ellenboro please subscribe to <https://www.ellenboronc.info/>



TOWN OF ELLENBORO
Water/Sewer Application
 PO BOX 456 163 DEPOT ST.
 ELLENBORO, NC 28040
 OFFICE: 828-453-8611 FAX: 828-453-8665
 EMAIL: med96@bellsouth.net

OFFICE USE ONLY	
ACCOUNT #:	DATE PAID: _____
AMOUNT PAID: _____	
LOCATION#:	START METER READING: _____
WORK ORDER#: _____	
CONNECT FEE: \$25.00 <input type="checkbox"/>	DEPOSIT: \$150.00 <input type="checkbox"/>
CASH: <input type="checkbox"/> CHECK: <input type="checkbox"/>	MONEY ORDER: <input type="checkbox"/>
CHECK#: _____	
MONEY ORDER#: _____	

DATE: _____

- NEW ACCOUNT
 RENT/LEASE
 NAME CHANGE
 OWNER/LANDLORD
 RESIDENTIAL
 COMMERCIAL
 DISCONNECT SERVICES

APPLICANT/CO-APPLICANT INFORMATION

LAST NAME:		FIRST NAME:		MIDDLE INITIAL:
DATE OF BIRTH:	DRIVERS LICENSE#:	STATE:	SSN:	
SERVICE ADDRESS:				
MAILING ADDRESS:		CITY:	STATE:	ZIPCODE:
PRIMARY PHONE:	SECONDARY PHONE:	EMPLOYER:		
CO-APPLICANT/SPOUSE:		DRIVERS LICENSE#:	SSN:	

ADDITIONAL ROOMMATE INFORMATION(18 YEARS OR OLDER)

NAME: _____ SS# _____ DOB: _____

NAME: _____ SS# _____ DOB: _____

HAVE YOU BEEN A PREVIOUS CUSTOMER OF ELLENBORO WATER? _____ YES _____ NO

IF YES, GIVE NAME AND SERVICE ADDRESS OF LAST

DO YOU OWN? **COPY OF DEED OR COPY PURCHASE CONTRACT REQUIRED**

RENT? **COPY OF LEASE REQUIRED**
MANAGEMENT COMPANY/LANDLORD'S NAME: _____

I CERTIFY THAT MY ANSWERS ARE TRUE AND COMPLETE TO THE BEST OF MY KNOWLEDGE.
 I UNDERSTAND THAT FALSE OF MISLEADING INFORMATION IN MY APPLICATION MAY RESULT IN MY APPLICATION BEING DENIED
 I CERTIFY THAT I HAVE READ THE WATER/SEWER APPLICATION RULES, REGULATIONS AND TERMS THAT WERE ATTACHED TO THIS APPLICATION.

APPLICANT'S SIGNATURE: _____ DATE: _____

BUSINESS/COMMERCIAL/RENTAL MANAGEMENT INFORMATION

BUSINESS NAME:	TAX ID#
----------------	---------

PLEASE FILL OUT APPLICANT PORTION WITH MAILING ADDRESS, SERVICE ADDRESS, AND PHONE NUMBER. WHEN CANCELING SERVICES FOR A NEW TENET MOVING IN YOU MUST CALL AND VERIFY TAX ID# OR THE APPLICANT MUST HAVE RENTAL AGREEMENT TO CHANGE SERVICE OVER.

I CERTIFY THAT MY ANSWERS ARE TRUE AND COMPLETE TO THE BEST OF MY KNOWLEDGE.
 I UNDERSTAND THAT FALSE OF MISLEADING INFORMATION IN MY APPLICATION MAY RESULT IN MY APPLICATION BEING DENIED
 I CERTIFY THAT I HAVE READ THE WATER/SEWER APPLICATION RULES, REGULATIONS AND TERMS THAT WERE ATTACHED TO THIS APPLICATION.

SIGNATURE: _____ DATE: _____

SIGNATURE: _____ DATE: _____

WATER /SEWER SERVICE RULES. REGULATIONS AND INFORMATION

- The Town Of Ellenboro will make all reasonable efforts to provide continuous and uninterrupted water/sewer service, but cannot be liable for loss or damage (direct, consequential or otherwise) caused by any failure to supply/water, or by an interruption, or by a connection, either initial or subsequent connection.
- The rights and responsibilities of the Town of Ellenboro and the customer/business regarding water/sewer service include those set out in the Town of Ellenboro Fees & Charges Schedule. Those polices in effect for the date of this application may be updated or charged from time-to-time by the Town of Ellenboro.
- This application and documents referred to in this application, specifically including the Town of Ellenboro Fees and Charges Schedule and customer service polices, constitute the entire agreement between the customer and the Town of Ellenboro with respect to the provision of water/sewer service by the Town. Neither party shall be responsible to the other except as specifically set out in this application and in those agreements or documents referred to in this application.
- The Town of Ellenboro is authorized by the North Carolina General Statue 105A to collect social security number information from customers to assist in settlement of unpaid balances for services. Use of this information may include but not limited to use for accurate individual identification for asset attachment by debt set-off as set forth in North Carolina General Statue 105-368. As required by North Carolina Statue 132-1.8, this information will not be made available to the general public and will be protected according to state guidelines. In accordance with the 2001 North Carolina Privacy Act, disclosure of the requested information is voluntary; however, failure to provide the information may result in your deposit being kept on file until service is terminated with the Town. The Town of Ellenboro does not apply interest to your deposit.
- To comply with our Identity Theft Prevention Program, The Town of Ellenboro requires all applicants to furnish a federal or state issued picture I.D.; a copy of which will be attached and retained with your application.
- I agree to allow the Town of Ellenboro to release any information I have given them to any church, agency, or individual that I approach for help in person or by phone. This also applies to anyone else asking for help on my behalf.
- I agree to allow agencies to exchange information concerning application assistance. I do not have to be present when information is given.
- Effective June 2, 2014-Active accounts cannot be listed in a DECEASED customer's name. North Carolina collection laws will not allow active accounts to remain in the name of the deceased as the ability to collect from a deceased customer is unavailable. The current occupant of the home must establish the service in their name to maintain an active account status.
- STEALING UTILITES IS A FELONY**
Meter tampering is defined by NC LAW G.S. 14-151. As interfering with electric, gas or water meters; prime facie evidence of intent to alter, tamper with or bypass electric, gas or water meters; unlawful reconnection of electricity, gas or water; civil liability.
This is punishable with up to a \$500.00 fine or two years in prison.
- FILLING POOLS:** If you live in Town limits and are on the sewer system and want credit for the sewer, you must call Town Hall to have your meter read before you fill your pool and afterward. There is a **\$16.00 charge** for this service.

Charges and Fees

LATE FEE: Water bills are due upon receipt. A late fee of \$5.00 will be added at 5:00pm on the 24th of the month. Should this date fall on a weekend or holiday it will then be 5:00pm on the next business day.

DISCONNECT FEE: Town hall will close at 12:00pm noon on the 3rd of the month. Should this date fall on a Friday, weekend or holiday it will then be moved to 12:00pm noon the next business day. The cut-off list will then be generated at that time; a penalty fee of \$25.00 will automatically be added to your account. If full payment is paid before 4:00pm on cutoff day, water will be connected that day. If a customer needs an extension of time, they must be in good standing with no returned checks or prior disconnects for non-payment. The \$25.00 penalty still applies.

IF YOU ARE CUT-OFF FOR NONPAYMENT TWICE WITHIN ONE YEARS TIME, A SECOUND DEPOSIT OF \$150.00 WILL BE REQUIRED BEFORE YOUR WATER IS TURNED BACK ON.

RETURNED CHECKS: Administration fee is \$25.00 to each account the check was used to pay. After (2) returned checks, only cash or money order will be accepted.

METER READING: If a customer wants to have their meter read again, there will be an \$8.00 charge added to your bill for doing so. In the event that the reading was wrong due to a Town error the charge will be waived.

