

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
 - ✚ Landlord Tenet Agreement
 - ✚ Connection fee of \$25.00

Renters must have a Landlord Tenet Agreement through the Town of Ellenboro signed by the landlord for water to be placed in the renters' name. If the landlord chooses not to sign, then water must be put in the landlord's name for water service to begin.

Incomplete applications will not be accepted nor processed.



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 DEPOSIT: \$150.00
 CASH: CHECK: MONEY ORDER:
 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 SERVICES: _____				
DO YOU <input type="checkbox"/> OWN? COPY OF DEED OR CLOSING DOCUMENTS REQUIRED				
<input type="checkbox"/> RENT? COPY OF RENTAL LEASE & LANDLORD TENET AGREEMENT 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.
- Cut Off Rule:** If cut off for non-payment and bill is not paid within (5) days of being cut off then account will automatically be made final, and you will have to go through the ENTIRE application process again.
- 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 24th EVERY MONTH: A late fee of \$5.00 will be added after 5:00pm for accounts past due.

CUT OFF FEE 3rd EVERY MONTH: A Cut Off fee of \$25.00 will be added after 5:00 p.m. for accounts past due.

Late Fee/Cut Off Fee Day will NOT change for weekends, holidays etc. If either fall on a Weekend, Holiday, or office closure then any payments dropped will be picked up the next business day morning and applied to accounts and will NOT receive the Fee. Fees will be added to accounts at 9:00AM anyone who has dropped after 9:00AM will have the fee added to account.

CUT OFF DAY 4th EVERY MONTH: Cut off day starts at 9:00 a.m. for accounts that received the cut off fee.

The Town will NOT cut off water on Weekends, or Holidays.

IF YOU ARE CUT-OFF FOR NONPAYMENT TWICE WITHIN A 12 MONTH PERIOD, AN ADDITIONAL FEE OF \$100.00 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.

