

# City of Jacksonville

## Water Service Application

**A lease or mortgage document and applicant photo ID is required for residence verification and service set up.**

**Applicant**

Today's Date:	Service Start Date:
Applicant Name	Service Address
Drivers License# & State Issued:	Mailing Address (If Different)
SSN	Home Phone
City & State of Birth	Cell Phone
Date of Birth	Place of Employment
9a UJ	Work Phone
Relative's name/phone not living with applicant	Permanent Home of Record
Landlord/Property Mgmt/Property Owner	A cH Yffj A UjXYb BUa Y

**Co-Applicant Information**

Co-Applicant	Co-Applicant Phone #
SSN	
Date of Birth	

**Does your home have any of the following? Please check those that apply.**

In Ground Swimming Pool/Hot Tub \_\_\_\_\_      Lawn Irrigation System \_\_\_\_\_  
 Waterfront Property \_\_\_\_\_      Fire Sprinkler System \_\_\_\_\_

**Does your home have an alarm system? Yes \_\_\_\_\_ No \_\_\_\_\_**

(If "yes", fill out an Alarm Registration Application Form available at City Hall or online at [www.ci.jacksonville.nc.us](http://www.ci.jacksonville.nc.us))

**Would you like to have a soft credit check performed (\$3.50) for possible waiver of all or part of the required utility deposit? Yes \_\_\_\_\_ No \_\_\_\_\_**

Applicant Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Co-Applicant Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Request of SSN# is permitted by NC State Law & will be used to facilitate collection of unpaid, delinquent water bill accounts. This will allow the City to claim payment of an unpaid water and sewer bill from a State income tax refund that might be owed.

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Your signature below indicates that you, the applicant, have read and understood the following:

**-If your home has a Burglary or Robbery Alarm System**, it must be registered by filling out the alarm system registration form. An annual registration fee of \$10 is required for residential and commercial sites. Please note that if police respond to an unregistered alarm, you will be fined a minimum of \$100.

**-The City of Jacksonville** does not require you to be home when service is established. It is your responsibility to ensure that all water faucets are off and there are no leaks during the cut on procedure. If you have a hand gate valve on your waterline it is highly recommended that the valve is in the off position. If there is any water running inside at the time of cut on, the water will be turned off at the meter and a tag will be left on the door instructing you to call the Utility Billing Office. (\$25 call back fee will be applied if second trip required.)

**-You are responsible** for any and all City of Jacksonville utility bills generated at the address of service unless notice of termination is received by the City of Jacksonville Utility Billing Office. Monthly Charges will continue as long as service is furnished in applicant's name at the service address. Charges for water, sewer, and sanitation services continue when meter is turned on whether used or not. The City of Jacksonville must be notified when service is to be discontinued.

**-There will be a 10% late penalty** applied to your account if balance is not paid within 10 days of due date. There will be a \$55 suspension fee applied to your account if previous balance is not paid within 10 days of your current bill date.

**-There is a \$55 after hours charge** for service provided after normal business hours.

**-A meter tampering charge of \$125** will be applied to your account if you, for any reason, tamper with the City's meter. Call 910-938-5248 to request water turn on or off at the meter.

**-If your water has been suspended** for nonpayment, you will be required to pay past due bills plus a suspension fee to a Customer Service Representative to initiate a reconnect service order.

**-When calling to inquire about an account**, you will be required to answer a minimum of two security questions that are indicated on the front of this application before any information is released.

**-Delinquent accounts** with the City may be subject to cut-off of utilities services at any property or premises. Delinquent accounts must be paid in full to re-establish service.

**-Returned or dishonored checks** or drafts (for any reason) will be assessed a \$25 processing fee. The City will electronically debit your account for the amount owed.

**- Deposits will be refunded** when service is terminated or after 2 years of satisfactory payment history.

Applicant Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_