New Service Checklist

ALL DOCUMENTS ARE REQUIRED before account can be established and may be faxed to 910-332-6352, emailed to customer.service@cfpua.org or mailed to **Customer Service, 235 Government Center Drive, Wilmington, NC 28403** along with a check or money order. (DO NOT SEND CASH).

TENANT

- ☐ **CFPUA Tenant Application** *(May be completed by tenant, parent of the tenant or guarantor for tenant as long as they are a signee on the lease or rental agreement)*
- ☐ **Property Owner Election of Responsibility for Account Charges** *(Form may already be on file, check with your landlord or a CFPUA Customer Service Representative)*
- ☐ **Copy of Signed Lease** *(Parents of tenant, guarantors of tenant accepting responsibility of the CFPUA account must be a signee on the lease or rental agreement)*
- ☐ **Photo ID of CFPUA Applicants**
- ☐ **New Service Charge - $55**
- ☐ **Deposit - $200** *(waived with proof of satisfactory credit) ** The credit history of a parent of the tenant or the guarantor for the tenant can be used as long as they are listed on the lease or rental agreement and have completed a CFPUA Tenant Application for service.*
    - **Prior or current CFPUA account** showing up to 12 months history with no more than 2 past due payments, no return checks and no delinquent disconnects.
    - **Prior Utility Service –** gas, electric, water/sewer only – History of account on company letterhead showing past 12 month history with no more than 2 past due payments, no return checks and no delinquent disconnects
    - **Credit Report*–** showing a score of 650 or higher, or a detailed report showing no more than 2 past due payments on listed accounts within the past 12 months. *Full name must be on report.*
    - **Affirmation of Good Credit Form –** To be completed by previous or current landlord who kept service in their name while tenant resided at the residence over the past 12 months and paid the water and sewer bill. *Copy of signed lease must also be provided.* Landlord account must not show more than 2 past due payments, no return checks and no delinquent disconnects.

*Credit reports can be obtained online. While there are several sites that offer this information free of charge or for a small fee, here is a list to get you started - freecreditreport.com, freecreditscore.com, annualcreditreport.com

ALL CFPUA ACCOUNTS MUST BE CURRENT BEFORE SERVICE CAN BE SET UP

PROPERTY OWNER

To establish CFPUA service, the following documentation is required.

- ☐ **CFPUA Property Owner Application**
- ☐ **Proof of Purchase (one of the following)**
    - Signed HUD-1 Settlement Statement
    - Recorded Deed
- ☐ **Photo ID of Property Owner(s)**
- ☐ **New Service Charge - $55**