



# Property Owner Application

235 Government Center Drive  
 Wilmington, NC 28403  
 910-332-6550 Customer Service | 910-332-6352 Fax  
 email: customer.service@cfpua.org  
[www.cfpua.org](http://www.cfpua.org)

## Application for New Residential Utility Service - \$55 New Service Charge (Make Checks payable to CFPUA)

Account Number: \_\_\_\_\_ - \_\_\_\_\_ Amount \_\_\_\_\_  
 Closing Date \_\_\_\_\_  Initial Read  Set Read | Trash Cart Size  40gal  90gal

**Service Address** \_\_\_\_\_  
 STREET CITY STATE ZIP  
**Mailing Address** \_\_\_\_\_  
 STREET CITY STATE ZIP

### PROPERTY OWNER INFORMATION

**NAME** \_\_\_\_\_  
 LAST FIRST MI  
 Social Security# \_\_\_\_\_ Driver's License # \_\_\_\_\_ State \_\_\_\_\_ Birth Date \_\_\_\_\_  
 Home # \_\_\_\_\_ Cell # \_\_\_\_\_ Email: \_\_\_\_\_

**NAME** \_\_\_\_\_  
 LAST FIRST MI  
 Social Security# \_\_\_\_\_ Driver's License # \_\_\_\_\_ State \_\_\_\_\_ Birth Date \_\_\_\_\_  
 Home # \_\_\_\_\_ Cell # \_\_\_\_\_ Email: \_\_\_\_\_

**Note:** Disclosure of your social security number is voluntary. We are authorized to collect this information because we are extending credit for services and it will only be used for collection of debts owed to the Authority. The last four digits of your Social Security number will be used to verify your identity before disclosing account information in accordance with FTC Identity Theft Prevention and Detection regulations.

### PROPERTY OWNER AUTHORIZATION

I hereby grant to Cape Fear Public Utility Authority (the "Authority"), its agents, employees and contractors a license to bill me for services, install a water meter on the water line (if necessary), install sewer line and clean out, and enter upon my property to read the meter or to service the Authority's equipment and lines. It is understood that the Authority or its representatives shall enter upon the property only for operation and maintenance of the water and sewer system. I agree to pay for the replacement of any non-standard driveways (exposed aggregate, etc.), headwalls, light posts, sodded areas or similar improvements within the rights-of-way or easements which the Authority deems necessary to remove or damage in order to repair, replace or alter the Authority's utilities. I agree not to plant, install, construct or situate any buildings, structures, obstructions, trees, fences, berms, ponds or pools within the rights-of-way or easements. I understand that the Authority will restore grade, as close as possible, to the condition prior to any utility work performed by the Authority, including standard driveways (concrete, asphalt or stone) and reseeding of the disturbed area. I agree to maintain any pet in a fashion that will hinder or prohibit access of the Authority to its meter box or otherwise endanger Authority personnel. I agree to notify the Authority when the water and/or sewer tap has been connected and the system is ready to be used. I agree to not alter the water lines and/or sewer laterals and clean-outs without the express written consent of the Authority's Engineering Department. I agree to have any such alterations inspected by a representative of the Authority's Engineering Department prior to the covering of the area where the alterations were made. I agree to pay for any damage done to Authority equipment and lines by my representatives, contractors, tenants or myself. I understand that I may be subject to a monetary civil penalty for any breaking, damaging, destroying, uncovering, defacing or tampering with any structure, appurtenance or equipment which is part of the water and/or wastewater collection system or water and/or wastewater treatment facilities according to Section 4.2c(iv) of the Authority's Ordinance. I agree to notify the Authority of any changes in ownership or tenancy and will be responsible for fixed meter and consumption charges billed for water and/or sewage usage when utility service is not in the name of the tenant or until service in my name has been terminated in accordance with Authority policy. The above information is correct to the best of my knowledge. I have read the billing procedures and policies on the reverse.

OWNER SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

OWNER SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

# Billing and Collections Policy

*This summary of customer service policies is based on the CFPUA Ordinance governing provision of utility services to non-industrial customers and includes administrative policies implemented by the General Manager as authorized by the Ordinance. In the event of any conflict or difference of interpretation between this Summary and the Ordinance, the Ordinance shall be followed. A copy of the CFPUA Utility Ordinances is available at the website [www.cfpu.org](http://www.cfpu.org) or may be obtained by calling the Authority office at 910-332-6550.*

- 1.1. Payment Options:** You can pay your bill using cash, check, money order, or debit/credit card in person at CFPUA offices. You may mail a check using the envelope provided in your bill. You can also make a payment using your credit or debit card over the phone with a Customer Service Representative. The easiest and simplest way is to set up an automatic bank draft so you never have to worry about forgetting a payment or finding a stamp.
- 1.2. Starting or Stopping Automatic Bank Drafts:** Contact a Customer Service representative to start or stop automatic bank drafts. Forms are also available on the CFPUA website [www.cfpu.org](http://www.cfpu.org).
- 1.3. Where to pay:** CFPUA has two locations—305 Chestnut Street in downtown Wilmington and 235 Government Center Drive near the intersection of Eastwood and Market Streets. Office hours are from 8:00 a.m. to 5:00 p.m. Mondays through Fridays. CFPUA observes the same holiday schedule as the state of North Carolina offices.
- 1.4. Due Date:** Bills are due in 30 days. The due date is printed on your bill.
- 1.5. Late Fees:** Payments not received within 30 days will be charged a late fee of 10% of the outstanding charges up to a maximum of \$25. Late fees on disputed bills may be waived if you are following the appeal procedure
- 1.6. Application of Partial Payment:** In the event payment is made in an amount less than the total due on a bill, any such amount shall be allocated to outstanding charges in the following order: storm water, trash bags, trash services, other charges, sewer, and water.
- 1.7. Returned Checks and Bank Drafts:** If your check or bank draft is returned by the bank, you will be charged a fee to reimburse CFPUA for administrative time. You will need to come to the CFPUA office to pay that amount plus the returned check fee in cash. Otherwise you are considered to have not made any payment, and will be subject to any late fees and procedures for collection of past due charges, which could include cutting off your water.
- 1.8. Adjustments for Leaks:** May be made for water and/or sewer charges caused by a leak in excess of twice average usage over the previous twelve month period. The amount credited may be up to half of the water and sewer consumption charges over the average usage. However, if the water was not discharged into the sewer, the adjustment may be up to 100% of the sewer charges over the average consumption usage. CFPUA will adjust for only one leak within any twelve month period, and reserves the right to limit or deny the amount of the credit.
- 1.9. Billing Errors:** If you believe there is an error in your bill, contact a Customer Service Representative within 30 days. Your bill will be adjusted in full for clerical or computer errors. However, if the error was billing for services which were never rendered (for example charging you for water when you were on a well and not required to connect to the water line), an adjustment will be allowed only for amounts you paid within the prior three years.
- 1.10. Appeal Billing Disputes:** If you disagree with a bill or refusal of a credit or refund for disputed water or sewer charges as determined by the Customer Service Manager, you can file a written request for an appeal hearing to the Director of Customer Service. Such request should be made within ten (10) days after the bill or notification of an assessment for a violation and/or service termination was received.
- 1.11. Extension of Payments:** You are responsible for paying your bill in full by the due date, or you will be charged late fees and your water may be turned off. If you cannot pay in full by the due date, call a Customer Service Representative to see if you qualify for assistance.
- 1.12. Vacant Property:** The owner of the property is responsible for all charges unless a tenant is being billed for services. When a property is vacant, whether rental or owner-occupied for only part of a year, the owner is responsible for fixed charges and any consumption used.