Tenant Application

for Residential Utility Services

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

$55 New Service Charge Due and $200 Deposit Without Evidence of Good Credit *(Make Checks payable to CFPUA)*

FOR OFFICE USE:
Account Number: _____ - _____ Deposit Required?_____ Amount_____

Start Date_____ ☐ Initial Read ☐ Set Read | Trash Cart Size ☐ 40gal ☐ 90gal

Service Address_____
STREET CITY STATE ZIP

Mailing Address_____
STREET CITY STATE ZIP

TENANT 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.*

AUTHORIZATION FOR SERVICES

I hereby grant to Cape Fear Public Utility Authority (the "Authority"), its agents, employees and contractors a license to bill me for utility services.
I agree to pay for any damage done to Authority equipment and lines by my representatives, contractors, other 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 when I will leave the premises and understand I will be responsible to pay all utility charges 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, and have received a copy of the deposit policy and/or Deposit FAQs.

_____ _____
TENANT SIGNATURE **DATE**

_____ _____
TENANT 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.cfpua.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.cfpua.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.