



New Service Checklist

ALL DOCUMENTS ARE REQUIRED before account can be established and may be faxed to 910-332-6352, uploaded to www.cfpuia.org via the Contact Us button, or mailed to **Customer Service, 235 Government Center Drive, Wilmington, NC 28403** along with a check or money order. (DO NOT SEND CASH).

TENANT

IF APPLYING FOR SERVICE IN PERSON, PLEASE BRING A PRINTED COPY OF ALL REQUIRED DOCUMENTS.

- 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)
- Transfer 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 (non-refundable)**
- City of Wilmington Trash Customers- \$25 activation fee**
- 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 1 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 1 past due payment, no return checks and no delinquent disconnects
 - **Credit Report***– showing a score of **700** or higher. **First and last name** must be on report.
- **\$50 Deposit Reduction** by providing a copy of your Social Security card.

*Credit reports can be obtained online. There are several sites that offer this information free of charge.

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

PROPERTY OWNER

IF APPLYING FOR SERVICE IN PERSON, PLEASE BRING A PRINTED COPY OF ALL REQUIRED DOCUMENTS.

To establish CFPUA service, the following documentation is required.

- CFPUA Property Owner Application**
- Photo ID of Property Owner(s)**
- New Service Charge - \$55 (non-refundable)**
- City of Wilmington Trash Customers- \$25 activation fee**

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235 Government Center Drive, Wilmington, NC 28403

Ph #: 910-332-6550 Fax #: 910-332-6352 www.cfpuia.org



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 through the IVR (Interactive Voice Response) system or just pay online at www.cfpua.org. 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 not receive an adjustment unless the customer has paid all outstanding water and sewer bills owed prior to the unusually high water bill. Unusually high water bill means a water and/or sewer bill for a billing cycle that reflects bimonthly water usage, that is at least two (2) times the customer's average bimonthly usage of the premises as measured during the previous six (6) bimonthly billing periods. The amount of the adjustment for water will be 50% over the average consumption of the previous twelve-month period and 100% over the average for sewer consumption charges if the leak did not enter the sewer system. If the leak enters the sewer system, sewer charges will be for 50% over the average consumption charges for the previous twelve-month period. Adjustments for irrigation leaks may be made for sewer charges only. The amount credited may be 100% of sewer consumption over the highest billed consumption over the previous 24-month period. CFPUA will adjust for only one leak within a 24-month period, and reserves the right to limit or deny the amount of the credit. *(The full policy can be found on our website under [CFPUA Policies Summary: 3.11](#))*
- 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.