



# Transfer Service Checklist

**ALL DOCUMENTS ARE REQUIRED** before account can be established and may be faxed to 910-332-6352, uploaded via the Contact Us button on our website, [www.cfpu.org](http://www.cfpu.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

To establish CFPUA service, the following documentation is required.

- CFPUA Transfer Service Form (*Current CFPUA service must be active in Tenant's name.*)
- Transfer of Responsibility Form (*for new locations*)
- Copy of Signed Lease – for new location
- Photo ID of CFPUA Applicants
- New Service Fee - \$55 (*non-refundable*)
- Deposit - \$200\*
  - \$50 reduction by providing your Social Security card
- City of Wilmington Trash Customers- \$25 activation fee

\*A deposit that was paid on the account being transferred will transfer to the new account.

If no deposit was paid on the account being transferred, and the transfer account's billing is current with no more than 1 past due payments, no returned checks and no delinquent disconnects in the past 12 months, the deposit WILL be waived.

## PROPERTY OWNER

To establish CFPUA service, the following documentation is required.

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

235 Government Center Drive, Wilmington, NC 28403

Ph #: 910-332-6550 Fax #: 910-332-6352 [www.cfpu.org](http://www.cfpu.org)



# TRANSFER SERVICE FORM

235 Government Center Drive  
 Wilmington, NC 28403  
 910-332-6550 Customer Service | 910-332-6352 Fax  
 Upload to [www.cfpua.org](http://www.cfpua.org) via the  
 Contact Us button

If you are currently a CFPUA customer, and you are moving to a new residence also served by the Authority, you may complete this form to transfer service to your new location. A \$55 new service fee (**non-refundable**) will be added to your next bill. **Customers must pay all delinquent charges prior to service being transferred. City of Wilmington Trash Customers will have a \$25 Activation Fee.**

TRANSFER FROM  Tenant  Property Owner

CFPUA Account No.: \_\_\_\_\_ Date to End Service: \_\_\_\_\_

Account Holder's Name: \_\_\_\_\_ Last Four of SS#: \_\_\_\_\_

Address: \_\_\_\_\_ Zip Code: \_\_\_\_\_

TRANSFER TO  Tenant  Property Owner

**TENANT - DOCUMENTS REQUIRED:** Lease and photo ID. **DEPOSIT POLICY:** A \$200 deposit will be required if your current CFPUA account has more than 1 late payment, a returned check or a delinquent disconnect within the last 12 months.

**PROPERTY OWNER- DOCUMENTS REQUIRED:**  
 Photo ID.

OFFICE USE ONLY

CFPUA Account No.: \_\_\_\_\_

Start Service Date : \_\_\_\_\_ (Initial)

Last name	First Name	Middle Initial	Last 4 of SS#
_____	_____	_____	_____

Last name	First Name	Middle Initial	Last 4 of SS#
_____	_____	_____	_____

Service Address	City	Zip Code
_____	_____	_____

Billing Address	City	Zip Code
_____	_____	_____

Contact Number (Home, cell, office)	Contact Number (Home, cell, office)
( ) _____	( ) _____

PRIMARY EMAIL: \_\_\_\_\_

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_ Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

**\*\*Please print to sign or apply electronic signatures.\*\***