



APPLICATION FOR UTILITY SERVICES  
PO Box 759, 635 East Street  
Pittsboro, NC 27312  
Phone (919) 542-4621 Fax (919) 542-7109  
utility@pittsboronc.gov

Account #: \_\_\_\_\_

Meter #: \_\_\_\_\_

Reading: \_\_\_\_\_

Route: \_\_\_\_\_ Sequence: \_\_\_\_\_

Date of Application: \_\_\_\_\_

Service Start Date: \_\_\_\_\_

Service Address: \_\_\_\_\_

Mailing Address: (If different from above) \_\_\_\_\_

Lot #: \_\_\_\_\_ Parcel #: \_\_\_\_\_

<b>Residential Applicant:</b> _____ Last Name
_____
First Name
_____
<b>Phone:</b> _____
<b>DL# and State:</b> _____
<b>Birthdate:</b> _____
<b>Social Security #:</b> _____
<b>Email:</b> _____

<b>Co-Applicant:</b> _____ Last Name
_____
First Name
_____
<b>Phone:</b> _____
<b>DL# and State:</b> _____
<b>Birthdate:</b> _____
<b>Social Security #:</b> _____
<b>Email:</b> _____

(G.S 105A-3 (C) SS# will be used for collection of outstanding debt to the Town of Pittsboro.)

Commercial Applicant: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Phone: \_\_\_\_\_ Federal Tax ID #: \_\_\_\_\_

Email: \_\_\_\_\_

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**FOR COMMERCIAL APPLICANTS:**

**Solid Waste Services**-Please select which solid waste services your company would like below.

Trash Roll Out _____	6yd Dumpster x2 week_____
Recycle Roll Out _____	6yd Dumpster EOWK _____
4yd Dumpster x1 week _____	8yd Dumpster x1 week_____
4yd Dumpster x2 week_____	8yd Dumpster x2 week_____
4yd Dumpster EOWK_____	8yd Dumpster EOWK_____
6yd Dumpster x1 week_____	Cardboard Dumpster_____

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\_\_\_\_\_ **By initializing this statement**, I am authorizing the Town of Pittsboro to send my utility bill(s) to me **electronically** and I further understand that I will not receive a bill by mail. I understand that I have the right to withdraw my consent providing written notice to the Town of Pittsboro or by logging in to the Town of Pittsboro ‘s website, [pittsboronc.gov](http://pittsboronc.gov) and utilizing the “Online Services” tool.

**The Town of Pittsboro will email your bill to the email address you provide on this application. If you fail to receive it, you are responsible for all charges on the account by the due date. If payment is received after the due date, penalties will apply.**

To ensure that the Town can provide you with accurate billing information, you must update the Town with any change to your email address. The Town cannot ensure electronic delivery of your utility bill. All electronic bills can be printed or saved to your computer for your records. Please add [noreply@tylerhost.net](mailto:noreply@tylerhost.net) to your approved sender list. If you do not receive an electronic bill, check your SPAM folder to see if it has been filtered there.

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**Applicant Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Co-Applicant Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

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## UTILITY CUSTOMER RULES AND REGULATIONS

### Rules and Regulations:

- The Town may reject any application for service not available under a standard rate or which involves excessive service cost, or which may affect the supply of service to other customers, or for other good and sufficient reasons.
- The Town may reject any application for service when the applicant is delinquent in payment of bills incurred for service previously supplied at any location.

### Responsibility and Liability:

- The Town shall not be liable for damage of any kind whatsoever resulting from water or the use of water on consumer's premises. The Town shall not be responsible for any damage done by or resulting from any defect in the piping, fixtures, appliances on the consumer's premises. The Town shall not be responsible for negligence of persons or forces beyond the control of the Town resulting in any interruption of service.
- The Town reserves the right to refuse service if the consumer's lines or piping are not installed in such a manner as to prevent cross-connections or backflow.

### Meter Reading, Billing, and Collecting:

- **A non-refundable service initiation fee of \$100.00 will be assessed to all new accounts opened. This will be charged on the first bill.**
- Meters will be read, and bills rendered monthly (by 5<sup>th</sup> of each month), but the town reserves the right to vary the dates or length of period covered, temporarily or permanently if necessary or desirable.
- Bills for water service will be figured in accordance with the town's published rate schedule then in effect and will be based on the amount consumed for the period covered by the meter readings.
- Water bills are due and payable at the Town Water Department by the 20<sup>th</sup> of the month. If the account is not paid in full by the 20<sup>th</sup> of the month the balance is subject to a 15% penalty. **Accounts not paid in full by the end of the month are subject to a delinquent fee of \$45.00 and a discontinuation of service. All outstanding charges shall be paid before service is resumed. Reconnection during normal business hours is included in the delinquent fee, however reconnection after normal working hours is an additional \$55.00.**
- For water emergencies after hours/weekends please call 919-548-3797. A \$55 fee will be assessed for calls received after 5pm, Monday -Friday, on weekends and holidays.

**Customer Payment options are:**

- online at pittsboronc.gov using quick pay or creating an account
- mail payments to PO Box 759 Pittsboro, NC 27312
- deliver to 635 East Street
- drop payments off after hours in the night drop at 635 East Street (which will be posted next business day)
- auto drafted from your bank account by providing a canceled or voided check and bank draft form submitted
- pay by phone by calling 866.322.7248
- Failure to receive bills or notices shall not prevent such bills from becoming delinquent or relieve the consumer from payment.

**Complaints:**

- If you believe your bill is incorrect, please call or write the Town Water Department before the bill becomes delinquent.

**Consumer Responsibilities:**

- It is the consumer’s responsibility to provide the Town with a proper address for billing purposes.
- Tampering with utility connections is prohibited. It shall be unlawful and constitute a misdemeanor for any person, firm, or corporation to connect, reconnect, turn water off or on without permission of the Town, and it shall be likewise unlawful to bypass or tamper with the water system. **Fee for unauthorized tampering with the Town of Pittsboro Water System or its meters will be a minimum of \$500.00 up to \$15,000.00.**
- It is the consumer’s responsibility to advise the Town of Pittsboro regarding disconnection of service; forwarding information must be provided. The consumer will be responsible for all charges until the Town has received a disconnection notice.

**Applicant Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Co-Applicant Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_