

**LINCOLN COUNTY FINANCE DEPARTMENT
BILLING AND COLLECTION DIVISION**

Items Needed to Apply for Utility Service

RESIDENTIAL:

- _____ Copy of original signed Lease Agreement or closing documents (HUD statement or Deed of Trust)
- _____ Original Driver's License, Passport or Identification Card – must be issued within the United States and must be valid.
- _____ Deposit (if applicable).

BUSINESS:

- _____ Certificate of Occupancy – this is the first step for New Business. (See Planning Department to begin process)
- _____ Copy of original signed Lease Agreement or closing documents (HUD statement or Deed of Trust)
- _____ Original Driver's License, Passport or Identification Card – must be issued within the United States and must be valid.
- _____ Tax ID Number – must be on Official Letterhead or Form W-9
- _____ Deposit (if applicable).

A completed and signed Lincoln County Application for Service form and Lincoln County Utility Application Checklist must be received by a Lincoln County Collections Customer Service Representative.

You must have all of these items in order to proceed with the application for service. If you are missing one or more of these items, you will need them before application can be processed. Please return once you have all items on this list.

If you have any questions, please see a Customer Service Representative or call (704) 736-8497.

LINCOLN COUNTY FINANCE DEPARTMENT

BILLING AND COLLECTION DIVISION

115 West Main Street
Lincolnton, NC 28092

7674 Tree Farm Road
Denver, NC 28037

Telephone: (704) 736-8497 Fax: (704) 736-8499

Email: billcollect@lincolncounty.org

APPLICATION FOR SERVICE – WATER AND SEWER SERVICES

Date Service Desired: _____

Customer Name(s): _____

If business, contact name: _____

Service Address: _____

Mailing Address (if different): _____

Phone (Home/Cell): _____ Work Phone: _____

Social Security #: _____ DL/ID #: _____

Federal Tax ID: _____ Email: _____

Activate Irrigation (if applicable) *Note: If irrigation is not activated and activation is requested within twelve (12) months, of this application, an Irrigation Activation Fee will be charged.*

An activation fee will be included with the first billing.

Same Day Service is available if requested by 3:00 p.m. (with the receipt of applicable fee)

ONLY PROPERTY OWNER APPLICATIONS WILL BE ACCEPTED BY FAX OR EMAIL

RENTERS MUST COME INTO THE OFFICE

Rental Property Information:

Rental deposit is required prior to beginning service. Service cannot begin prior to the first day of the lease.

Property Owners Name and Number: _____

Customer(s) must provide picture id, i.e. driver's license, passport, or other applicable State forms of identification.

Customer assumes responsibility for any consumption of utilities after service has been rendered by the County with this application of service, and accepts the legal responsibility of the utility charges. Billing for utility service will begin at the time service is requested. Customer will remain responsible for any utility charges until a properly completed Application for Termination of Service is accepted by a Lincoln County Collections Customer Service Representative.

Pursuant to NCGS 143-64.60, the customer is hereby requested to provide his/her social security number(s). Disclosure of your social security number is voluntary. Social security numbers will only be used for account identification and billing purposes.

I hereby accept the conditions of this application and apply for service at the above service address. Further, I agree to observe all rules and regulations of Lincoln County. By signing below, I hereby certify that I owe no existing balance in Lincoln County's service jurisdiction, and if for any reason my belief in this regard is in error, I hereby authorize Lincoln County to add such outstanding bills to my present account for usual collection policies to apply. I hereby certify that the above information is true and accurate.

Signature: _____ **Date:** _____

(Office Use Only)

Account/Location ID# _____ Customer ID# _____

Utilities at Location: Water Sewer Irrigation

Date Received _____ Confirmation Sent (if by fax or email) _____

Accepted By _____

LINCOLN COUNTY
UTILITY APPLICATION CHECKLIST
(Each Item Must Be Initialed by Customer)

Date: _____

Customer Name(s): _____

Service Address: _____

Account Number: _____

_____ It is the customer's responsibility to contact the Billing and Collections office at (704) 736-8497 if there is a change in mailing address or phone number. Lincoln County is not responsible if the customer cannot be reached or contacted due to an unadvised change.

_____ Billing Date: Your billing date is the last day of each month.

_____ A one-time Account Activation Fee will be included in the first billing.

_____ If no bill is received by the 10th of the month, please call the Billing and Collections office at (704) 736-8497.

_____ Due Date: Your due date without a penalty is the 20th of each month.

_____ Payment **MUST** be in the Collections Office by 5:00 p.m., or midnight if paid online, on the due date. This **DOES NOT** mean in the mail. **Lincoln County is not responsible for payments made by mail that do not arrive in our office by the due date.**

_____ Late Payment Penalty – A late payment penalty will automatically be added if the account is not paid by the due date.

_____ Default Status – Any account with an unpaid balance carried over **TWO** payment due dates is in Default and subject to disconnection. An automatic default fee will be added to the account.

_____ Disconnection:

A) Voluntary – You must come into Billing and Collections to complete and sign a disconnection form, as well as provide a forwarding address.

B) Involuntary – **WITHOUT NOTICE** as a result of Non-payment, Tampering, Returned Checks on accounts in default. Tampering is defined by unauthorized turning on or damaging a metering device that is used to measure water or sewer services that may result in an incorrect reading. Tampering with a county meter will cost you between \$100 and \$500. Tampering is prohibited by North Carolina General Statute NCGS 14-159-1 & 14-151-1.

_____ Payment is required for accounts in default or to restore services that have been disconnected for non-payment. You must pay all arrears plus any additional deposit if applicable. Other fees may be assessed depending on the situation.

_____ You must allow County personnel an unobstructed access to obtain readings from your utility meter(s).

_____ SERVICE WILL BE CONNECTED _____, 20____. If the request for service is completed BEFORE 3:00 p.m., utilities can be connected the same day with a paid fee. Otherwise, service will be connected the NEXT BUSINESS DAY as indicated above.

_____ I agree to pay all charges that are applicable to my account. (The Schedule of Fees may be amended by the Lincoln County Board of Commissioners at any time.)

Customer Signature _____

If you have any questions about the above information or any other questions regarding utility services, please do not hesitate to contact the Billing and Collections Office at (704) 736-8497. Our hours of operation are Monday through Friday, 8:00 a.m. until 5:00 p.m.