

City of Hendersonville Transfer of Services

The purpose of this letter is to acknowledge my current services at _____ and to transfer my information to my new property at _____ that I am renting/purchasing (*please circle or highlight one*). **I am aware that I am responsible to provide new proof of rentership/ownership for my new property to Customer Service at the City of Hendersonville.**

I am aware that any deposit on my current account will be transferred, while still not bearing interest, to my new account. I understand that my deposit will be refunded to me when I terminate my services with the City minus any outstanding balances left on said account.

I will be responsible for any and all water that passes through my meter while the property is in my name and recognize that if my water is shut-off for non-payment, I am still responsible for my account. I understand that I am responsible for paying my bill in a timely manner, by the due date on the billing statement and if I fail to do so, am subject to late fees and possible disconnect. I realize it is my responsibility to contact Customer Service if I do not receive a bill and I am still financially responsible for the amount owed even if I do not receive a bill. If my services are disconnected, I understand that I will have to make good on any outstanding balances owed to the City prior to my services being restored. I also recognize that my security deposit may be seized to rectify the outstanding bill issue.

I recognize that the meter is and remains City property. If I tamper with my meter, I understand that I will be held financially and legally responsible. I will be fined and/or persecuted to the fullest extent of the law.

I agree, in order for the City to service my account or to collect any bills that I might owe, to be contacted by telephone, text, or any other methods of communication that I have provided to the City. I recognize that this could result in charges from my telecommunications provider and also recognize that the City is not liable for any service charges levied by said provider. I also understand that methods of contact include the use of pre-recorded and artificial voice messaging systems and/or the use of automatic dialing technologies.

I understand that if I leave an unpaid amount on a closed account the City can use my Social Security Number to send the balance to a collections agency.

Your Social Security number will be used to facilitate collection of utility bills, property taxes, and other taxes and obligations owed to the City of Hendersonville if you do not pay such taxes, billings, and obligations in a timely manner. For the purpose of collections, your social security number may be disclosed to (i) the state to claim payment from any state income tax refund, lottery winnings, or other payments that might otherwise be owed to you; (ii) a bank or an employer to attach bank accounts or garnish wages; and, (iii) to other government agencies and other departments of this local government to facilitate the collection of taxes, utility bills, and other obligations owed to those governments and departments.

In accordance with City Code Section 52-10 and State G.S. 132-1-10(b)(1)

I have read and understand my responsibility as stated above:

Signature of Responsible Party _____ Date _____

Desired Stop Service Date _____ Desired Date of New Service _____

For Office Use Only		
CID:	Previous or Current Account #:	New Account #:
Transfer Checklist:	<input type="checkbox"/> TOS Letter & Signature <input type="checkbox"/> Proof of Ownership/ Rentership	
Things to Check:	<input type="checkbox"/> Updated Contact Information? <input type="checkbox"/> ACH to Transfer? <input type="checkbox"/> Deposit to transfer?	Processed By Customer Service Specialist