

City of Hendersonville 145 Fifth Avenue East Hendersonville, NC 28792		Utility Service Application		Important Phone Numbers Garbage Service (828) 697-3084 Water Operations (828) 697-3073 Water Emergency* (828) 891-7779 <i>*after hours number for technical or service-related issues involved Hendersonville Water/Sewer.</i>
Customer Service Contacts	Ph# (828) 697-3052 Fax (828) 697-5894	*For Office Use Only*		
Office Location (at above address)	City Hall 1 st & 3 rd Floors	Account Number	Account Type	<input type="checkbox"/> Renter <input type="checkbox"/> Owner
Return application with a copy of your photo ID, proof of ownership/rentership, and ACH form (if applicable). The required deposit must also be provided, except where exempted. You will have a maximum of 10 business days to provide all required service elements or service will be delayed and/or terminated.				

Basic Information:

Date: _____ New Customer Application Existing Customer Application Account Info Update

If Account Info Update: Change: Name Address Contact Info Other

Name of Responsible Party*: _____

Spouse/Additional Party: _____

All parties and signatories on the lease agreement or deed **must provide their name and signature on this application to avoid service termination and/or fees*

Address To Be Served: _____

Phone Number _____ Cell Phone Number _____

Mailing Address (if different) _____

Customer Profile:	
Social Security #/ Federal Tax ID*: _____	Driver's License # and State _____
Past Address: _____ _____	
Preferred Billing Method: <input type="checkbox"/> E-Billing (emailed bill) <input type="checkbox"/> Print (paper bill)	E-Mail Address (if applicable): _____
Pin #/ Password for Identification When Contacting our Office: _____	
<i>*Your Social Security/ Tax ID # may be used for collection and debt set-off purposes. It may also be utilized for identity verification purposes. For a full-list of applicable uses, please reference our Customer Service Policy located at our offices or on the City website.</i>	

Please Read and Initial the Statements Below:

1. I acknowledge that I will be required to pay a deposit, except where exempted, to receive my water service. I recognize that this \$100 deposit will be retained for the duration of my service except where provided otherwise. I also understand that the deposit does not receive nor bear interest. I understand that my deposit will be refunded to me when I close my account minus any outstanding balances left on said account. _____
2. I will be responsible for any and all water that passes through my meter while the above address is in my name. My responsibility will only end when I provide a request to stop service and close my account to the Customer Service Team for the City of Hendersonville. I also recognize that my account does not terminate when my water is shut-off for non-payment. _____
3. I will be responsible for any and all garbage cans/carts provided to my address (if receiving City garbage service). I acknowledge that my cart/can and recycling receptacle are to remain at the service address on the termination of my service and account. _____
4. I recognize that I am responsible for paying my bill in a timely manner and by the due date provided on my billing statement. I also acknowledge that I am responsible for my bill, regardless of whether I receive a billing statement at the provided mailing or E-Mail address. It is my responsibility to contact the Customer Service Team in the event that I do not receive a billing statement. _____
5. I will be responsible for any and all fees that might be applied to my account if I fail to pay my bill within the time period allowed. I also acknowledge that I am responsible for any service disruption, and associated damages, that might result from failure to pay my bill in a timely manner. _____
6. If service is terminated, I acknowledge that I will be required to make good on the outstanding balance owed to the City prior to service being restored. I also recognize that my security deposit may be seized to rectify the outstanding bill issue. _____
7. 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 prosecuted to the fullest extent of the law.

I have read and understand my responsibility as stated above:

Date Service Desired: _____

Signature of Responsible Party Date

Signature of Spouse/Additional Party Date

For Office Use Only		
Deposit Required?	<input type="checkbox"/> Yes <input type="checkbox"/> No-ACH <input type="checkbox"/> No-Payment History	Meter Number _____
Application Checklist	<input type="checkbox"/> Application <input type="checkbox"/> Proof of Ownership/ Rentership <input type="checkbox"/> ACH Form <input type="checkbox"/> Photo Identification <input type="checkbox"/> Deposit	Customer ID # _____
Deposit Payment Type	<input type="checkbox"/> Cash <input type="checkbox"/> Check/Money Order Check# _____ <input type="checkbox"/> Card	Processed By _____ Customer Service Specialist