



Service Request:  Residential  Residential Irrigation  Non-Residential  Non-Residential Irrigation

*Please Note: Application for non-residential or for irrigation services there will be additional approvals needed before services are connected. You will be contacted within 5 business days.*

### Demographic Information

Business Name \_\_\_\_\_ Tax ID: \_\_\_\_\_

*If you are a business, builder or rental agent please complete the application in the business name to establish a master application. We maintain master applications for one year.*

Primary Account Name: \_\_\_\_\_ Secondary Name: \_\_\_\_\_

Social Security Number: \_\_\_\_\_ Social Security Number: \_\_\_\_\_

Government Issued ID: \_\_\_\_\_ Government Issues ID: \_\_\_\_\_

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

Would you prefer receiving your utility bills by email? \_\_\_\_\_ (Please provide email address)

Contact Number: \_\_\_\_\_  Mobile  Home  Work  Other

Secondary Number: \_\_\_\_\_  Mobile  Home  Work  Other

Is the mailing address different than service address?  Yes (Please provide mailing address below)

\_\_\_\_\_  
\_\_\_\_\_

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### Service Address Information

Service Address: \_\_\_\_\_ Service Start Date: \_\_\_\_\_  
(Provide closing date or lease/rental start date)

\_\_\_\_\_

**\*The City does not provide same day service and requires three business days to complete the application to establish services.**

Are you renting or leasing the property?  No  Yes \*Name of rental agency: \_\_\_\_\_

Would you like to enroll in Automatic Bank Draft?  Yes  No (If yes, please complete the ACH authorization form)

**To process the service application, we require a valid picture identification card, copy of a valid lease, deed, closing statement or other City approved documents for the property. Valid identification includes US passport, state-issued driver's licenses or identification cards. If all documents are not provided with the new service application, we will hold the application for 3 business days. After 3 business days, your application will be marked incomplete and a new service application including documentation will be required to establish utility services.**

## Terms and Conditions

1. I acknowledge that I will be required to pay a deposit, except where exempted, to receive my water service. I recognize that the deposit will be retained for the duration of two years or until the termination of service. Deposits will be credited back to my account if no delinquency issues occur within the two-year period (e.g. no late fees, non-sufficient funds, tampering fees or disconnection events) and no fraudulent acts are perpetrated against the City or its agents. Otherwise, deposits will be held until the termination of my service and thereafter used to satisfy any remaining balance on the account. I understand that the deposit does not receive nor bear interest.

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 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 is 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 address provided or E-Mail address. It is my responsibility to contact Customer Service if I do not receive a billing statement or to update my contact information on file.

5. I will be responsible for any and all fees that may 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 pay 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. I understand that if my deposit is applied to my utility account at any time, I will be responsible to provide payment to the City to establish my utility deposit on my account.

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 understand that I may fully be fined and/or prosecuted for the law.

8. I agree, for the City to service my account or to collect any bills I might owe, to be contacted by telephone, text, or any other method of communication that I have provided to the City. I recognize that this could result in charges from my telecommunications provider and 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. By checking the acknowledgment below, I indicate that I have read and agreed to these contact methods from the City of Hendersonville.

9. The City of Hendersonville ("City") has engaged Online Utility Exchange to obtain a utility credit check for establishing utility accounts. I hereby authorize the City of Hendersonville to process a utility credit check to establish a utility account. I understand the credit report obtained and considered will comply with the provisions of the Fair Credit Reporting Act. Your Social Security number will be used with Online Utility Exchange to facilitate a utility credit check and identity verification. Each account/property will be required to establish a utility deposit with the City unless otherwise noted per policy. I indicate that I have read and agreed to the utility credit check with the Online Utility Exchange. Your social security number or Tax Identification number may also be used for the 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.

11. Master applications may be used for a period of one year for builders, rental agencies, or has deemed by the City of Hendersonville. You authorize the City of Hendersonville to use the master application to create service applications for properties that are listed under the company master application. Master applications will be used unless the City of Hendersonville receives a written request to terminate the master application on file.

By checking this acknowledgment, I agree with the requirements listed above for the new service application which includes a specified Code of Ordinances for the City of Hendersonville, NC.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date