

CITY OF NEWTON  
UTILITY APPLICATION CHECKLIST

Date: \_\_\_\_\_

Account Number: \_\_\_\_\_

Customer Name: \_\_\_\_\_

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

\_\_\_\_\_ Mailing Address

\_\_\_\_\_ Phone Number

We will make a **one time** courtesy call if your account appears on the **"FIRST TIME"** cut-off list. This allows payment to be made by 12:00 p.m. on the next business day before involuntary disconnection is instituted. It is your responsibility to contact the customer service office at (828) 695-4301 if you change your phone number. **THE CITY OF NEWTON IS NOT RESPONSIBLE IF YOU CANNOT BE REACHED OR CONTACTED.**

\_\_\_\_\_ Billing Date: Your billing date is the \_\_\_\_\_ of each month.

\_\_\_\_\_ If no bill is received within five (5) days from your billing date, \_\_\_\_\_ call the Customer Service Office at (828) 695-4301.

\_\_\_\_\_ Due Date: Your due date without a penalty is the \_\_\_\_\_ of each month.

\_\_\_\_\_ Final Payment Date - Penalty Charge: Your final payment date with a penalty is the \_\_\_\_\_ of each month. (Penalty = 2% of the unpaid balance or \$10.00 whichever is greater)

\_\_\_\_\_ Payment **MUST** be in the Finance Office at City Hall by 5:00 p.m. on the due date. This **DOES NOT** mean in the mail or in the outside drop-box. **The City of Newton is not responsible for payments made by mail that do not arrive in our office by the due date.**

\_\_\_\_\_ Disconnection

- A. Voluntary: You must come into Customer Service to complete and sign a disconnection form along with forwarding address.
- B. Involuntary - **WITHOUT NOTICE**: Non-payment, Returned Checks, Safety/Fire Hazard (drop cord, etc.), Tampering. Tampering is defined by unauthorized turning on or damaging a metering device that is used to measure electric, water, or other utility services that may result in an incorrect reading. Tampering with a city meter will cost you at least \$250.00 for each tampered meter. Tampering is prohibited by North Carolina General Statute. NCGS § 14-159-1 & 14-151-1

\_\_\_\_\_ Payment necessary to restore services that have been disconnected for non-payment: Must pay all arrears and any restore fees plus any additional deposit if applicable. Other fees may be assessed depending on the situation.

\_\_\_\_\_ Allow City personnel an unobstructed access to obtain readings from your utility meters.

\_\_\_\_\_ SERVICE WILL BE CONNECTED \_\_\_\_\_, 20\_\_\_\_.

If the request for service is completed **BEFORE 12:00 p.m.**, utilities can be connected the same day.

Otherwise, they will be connected the **NEXT BUSINESS DAY**.

\_\_\_\_\_ I agree to pay all fees and charges that are applicable to my account. (The Schedule of Fees and Charges may be amended by the Newton City Council at anytime.)

CUSTOMER SIGNATURE \_\_\_\_\_

If you have any questions about the above information or any other questions regarding utility services, please do not hesitate to contact our customer service office at (828) 695-4301 and we will be happy to assist you. Our hours of operation are Monday through Friday, 8:00 a.m. until 4:45 p.m.