

**CITY OF ASHEBORO BILLING & COLLECTING DEPARTMENT
APPLICATION FOR UTILITY SERVICE
RESIDENTIAL PROPERTY**

When applying for utility service, the following information is requested:

- 1.) AT LEAST ONE FORM OF ACCEPTED IDENTIFICATION FOR ACCOUNTHOLDER:
Accepted forms are the following: valid state driver's license; valid state issued picture ID; Passport; US Birth Certificate; Social Security Number; Immigration card; Permanent Resident card

Notice of the use of Social Security Numbers:

Disclosure of your social security number is voluntary. The request for your social security number is authorized by Section 105A-3(c) of the North Carolina General Statutes. Social security numbers collected by the city's billing and collections office will be used to confirm the identity of the customer, by means of matching the number with information found in the city's databases and on-line services, when collection efforts are undertaken to recover debts that are not paid voluntarily and in a timely manner by a customer. These collection efforts will include set-offs against customers' North Carolina income tax refunds and lottery winnings by means of the state's set-off debt collection program. This program is used by the City of Asheboro to collect debts that arise in connection with the provision of water service, sewer service, and/or environmental services such as the collection of garbage, brush, white goods, etc. An existing or potential customer will not be denied city services because of a refusal to disclose his or her social security number.

ADDITIONAL DISCLOSURE: Access to personal information such as identification, social security numbers and bank account numbers are password protected. Paper copies of the applications scanned at time of application and returned to customer. Applications are maintained in a secure digital format.

- 2.) Copy of Lease Agreement / ownership documentation
3.) Deposit for Service if applicable:
 Inside City Limits: \$140.00 Outside City Limits \$160.00
4.) Payment of prior outstanding debts due to the City of Asheboro in accordance with the City of Asheboro Code of Ordinances.
5.) For Same day service, completed application needs to be processed BEFORE 3:00 PM.

BILLING CYCLE:

Invoices for service are printed on or before the last day of the month. Service periods do not match billing dates. For example, an invoice dated the end of March is typically for service period of February.

Images of invoices are available on the internet thru link at www.ci.asheboro.nc.us by the first of every month. Initial passwords for access are printed on your monthly invoice.

Payments are due by 5:00 pm on the 15th of the month. Tier 1 late fee of \$10 is assessed to all accounts not paid by 5:00 pm on 15th of the month. Tier 2 late fee of \$20 is assessed on the 25th of each month @ 5:00 pm. Service is disconnected on the 26th of the month for accounts that are 2 bills past due.

Initial (1): _____ Initial (2): _____

DEPOSIT FOR SERVICE AGREEMENT: PRINT LEGIBLY

THIS CERTIFIES that The CITY OF ASHEBORO has received the sum of (\$ _____) dollars as a special deposit for services to guarantee the town's property on premises and all service and merchandise account that may not exist or may hereinafter be incurred. Such deposit is to be refunded upon final settlement of all accounts. It is hereby agreed that the CITY OF ASHEBORO may at its option apply this deposit to the payment of any indebtedness due at any time. This certificate is not transferable.

Initial (1): _____ Initial (2): _____

**CITY OF ASHEBORO BILLING & COLLECTING DEPARTMENT
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RESIDENTIAL PROPERTY**

All applicants: Please fill out both Property Address and Mailing address:

Property Address:	Mailing Address
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APPLICANT INFORMATION:

NAME (1):	NAME (2):
Identification (1):	Identification (2):
Expire Date:	Expire Date:
SSN:	SSN:
Prior Address (1):	Prior Address (2):
TIME @ PRIOR ADDRESS: YRS: MO:	TIME @ PRIOR ADDRESS: YRS: MO:
Prior Address (1) if time at prior address (1) < 1 yr:	Prior Address (2) if time at prior address (2) < 1 yr:
TIME @ PRIOR ADDRESS: YRS: MO:	TIME @ PRIOR ADDRESS: YRS: MO:
Phone (Primary)	Phone (Primary)
Phone (Secondary)	Phone (Secondary)
Disclosure: I have been provided a copy to read of the disclosure information needed to apply for service, billing periods, late fees and disconnection of service for non-payment.	
Signature:	Signature:

PAYMENT BY DRAFT:

THE CITY COUNCIL HAS AUTHORIZED A CONVENIENT DRAFT PAYMENT OPTION IN WHICH CUSTOMERS ON DRAFT HAVE THE OPTION TO CHOOSE ONE OF 4 DRAFT DATES AND AVOID LATE FEES GOING FORWARD. ONCE THE DRAFT SET-UP IS COMPLETE, THERE WILL BE A NOTATION REFERENCING PAYMENT WILL BE PROCESSED BY DRAFT IN THE BODY OF THE BILLING NOTICE. THE DRAFT WILL ONLY BE FOR THE AMOUNT DUE ON THE ACCOUNT AT THE TIME OF THE DRAFT.

I want to sign up for Payment by Draft: YES NO
Please draft my account on the following day: 10th 15th 20th 25th
Please provide a voided check

Signature(s): _____

STAFF USE ONLY:

Back-up documentation : PRINT LEGIBLY

Customer (A)	Customer (B)
Property Address	Lease / Ownership Date:
Documentation Type: Circle: Lease agreement or Ownership Documentation (GIS, REGISTER OF DEEDS, SETTLEMENT AGREEMENT, DEED, OTHER)	
Work Order #	Route: Sequence:
Received by:	Date:

**City of Asheboro
Bank Draft Application**

THE CITY COUNCIL HAS AUTHORIZED A CONVENIENT DRAFT PAYMENT OPTION IN WHICH CUSTOMERS ON DRAFT HAVE THE OPTION TO CHOOSE ONE OF 4 DRAFT DATES AND AVOID LATE FEES GOING FORWARD. THE DRAFT WILL NEED TO BE PRE-NOTED WHICH COULD TAKE ONE/ TWO BILLING CYCLES. ONCE THE DRAFT SET-UP IS COMPLETE, THERE WILL BE A NOTATION REFERENCING PAYMENT WILL BE PROCESSED BY DRAFT IN THE BODY OF THE BILLING NOTICE. TO AVOID LATE FEES, CONTINUE TO PAY YOUR BILL AS USUAL UNTIL YOU SEE THE NOTATION ON YOUR INVOICE THAT PAYMENT BY DRAFT HAS BEEN SET UP. DRAFT CUSTOMERS WILL RECEIVE A MONTH END BILLING NOTICE LIKE ALWAYS. THE DRAFT WILL ONLY BE FOR THE AMOUNT DUE ON THE ACCOUNT AT THE TIME OF THE DRAFT.

TO TAKE ADVANTAGE OF CONVENIENT PAYMENT OPTION, PLEASE COMPLETE THE BELOW SECTIONS AND RETURN THE APPLICATION AND A VOID CHECK FROM THE ACCOUNT YOU WISH TO DRAFT TO THE BELOW ADDRESS.

CITY OF ASHEBORO BILLING & COLLECTION DEPARTMENT
PO BOX 2628
ASHEBORO NC 27204-2628

Customer's name: _____

Service Address: _____

Mailing address (if different from above): _____

Contact Phone number: (____) _____

Name of Bank: _____

Bank Account Number: _____

CIRCLE: Date you wish to set up draft: 10th 15th 20th 25th

Signature: _____

Date signed: _____

Please continue to pay your bill by the 15th of the month until the detail noting payment by draft is showing on your invoice. Please notify us when you change banks or wish to cancel your draft.

The below to be filled out by City Employee:

Customer account number: _____	Pre-noted Date: _____ 1 st Draft Date: _____
Route-Sequence: _____	
Completed by: _____ Date Completed: _____	
New Account Customer Walk-in Switched Accounts Other: _____	

CITY OF ASHEBORO- WATER & SEWER BILLING DEPARTMENT

WATER AND SEWER RATES as of July 1, 2016 (adopted 7-1-2014)

METER RATES FOR WATER & SEWER SERVICE (BILLED MONTHLY)

	CUBIC FEET (APPROX. 7 ½ GAL. TO CU. FT)	MINIMUM	WATER AMT.	SEWER AMT.	TOTAL W&S MINIMUM
Inside City Limit Rates					
From:	0-150	MINIMUM	\$13.91	\$17.18	\$31.09
From:	150 and up	Per 100 CF	\$2.74	\$2.81	
Outside City Limit Rates					
From:	0-150	MINIMUM	\$34.78	\$42.95	\$77.73
From:	150 and up	Per 100 CF	\$6.85	\$7.03	

Total Minimum Bill for each service includes 150 cubic ft. usage.

*Consumption multiplier is per 100 cubic ft and is applicable to both water and sewer services for usage over 150 cu. ft
Consumption fee (multiplier *((usage over 150)/ 100) will be added to the minimum bill amount for total bill.

SEWER ONLY RATES- unmetered

	Residential (monthly)	Business (monthly)
Inside Sewer Only – per dwelling	22.80	22.80
Outside Sewer Only – per dwelling	45.60	45.60

MISCELLANEOUS FEES and other Information:

- Late Fee: Tier 1 \$10 assessed to all accounts not paid in the billing office by 5:00 pm on 15 day after billing.
- Late Fee: Tier 2 \$20 assessed to all accounts not paid in the billing office by 5:00 pm on 25th day after billing.
- Return Check / Draft fee: \$25
- Deposit for Service: \$140 for locations inside City Limits; \$160 for locations outside City Limits
- Tamper Fee \$150 first occurrence; \$500 second occurrence

- Payment is due on the 15th day of the month following the billing date. An account is considered paid when the billing office has RECEIVED the payment. Postmark dates are not valid when considering if a payment has been made. Late fees are assessed to all accounts past due on the 15th day after billing and the 25th day after billing. Payments are due at 5:00 pm. Customers should use drop box or Credit Card for last minute payments or payments outside business hours. Accounts past due as of the close of business on the 25th day after billing will be subject to have services disconnected on the next business day and will remain disconnected until payment is made.
- Deposit for services will be applied to the final bill and any remainder left will be sent to customer. Minimum bills are not prorated in any situation.
- Overpayment amounts will be applied to the future billing(s).
- Payment by Draft is highly encouraged to avoid concerns with late fees. See billing clerk for more information.
- Adjustments, when applicable, are given as outlined in the City of Asheboro adjustment policy.

AFTER HOURS SERVICE:

For after hour water leaks, sewer stoppage and sewer overflows, please call 911. The 911 Operator will dispatch a City of Asheboro Maintenance employee as soon as possible.

CONTACT Information:

Billing Department 336-626-1222
 Maintenance Department 336-626-1234 ext. 2205
 For inquiries on Sanitation Department fees: 336-626-1234

PAYMENT MAILING ADDRESS: Please allow adequate time for postal delivery when mailing payments.

CITY OF ASHEBORO
 PO BOX 2628
 Asheboro, NC 27204-2628

Signature: _____