

**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): _____

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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:
Email address:	Email address:
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:

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 BILLING & COLLECTING DEPARTMENT
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Bank Draft Application Disclosure

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. **PLEASE NOTE LATE FEES ARE APPLICABLE WHILE THE ACCOUNT IS GOING THRU THE PRE-NOTING PHASE. TO AVOID LATE FEES, CONTINUE TO PAY YOUR BILL AS USUAL.**

NEW DRAFTS: ONCE THE DRAFT INFORMATION IS IN SYSTEM, THERE WILL BE A NOTATION REFERENCING PAYMENT WILL BE PROCESSED BY DRAFT IN THE BODY OF THE BILLING NOTICE. PLEASE CALL OUR OFFICE WHEN YOU SEE THIS MESSAGE DISPLAYED ON YOUR INVOICE IF YOU HAVE ANY QUESTIONS. ONCE THE PRE-NOTING PHASE IS COMPLETE THEN YOUR ACCOUNT WILL DRAFT EACH MONTH ON DESIRED DRAFT DATE.

DRAFT CUSTOMERS WILL RECEIVE A MONTH END BILLING NOTICE. THE DRAFT WILL ONLY BE FOR THE AMOUNT DUE ON THE ACCOUNT AT THE TIME OF THE DRAFT. DRAFT FILES ARE SENT TO THE BANK FOR PROCESSING THE BUSINESS DAY PRIOR TO THE CHOSEN DRAFT DATE. ONCE A DRAFT FILE IS SENT TO THE BANK, THE DRAFT CANNOT BE CHANGED / STOPPED / CANCELLED.

CHANGING CURRENT DRAFT INFORMATION? ONCE THE NEW DRAFT INFORMATION HAS BEEN PUT INTO THE SYSTEM THE CURRENT DRAFT INFORMATION IS PURGED OUT OF THE SYSTEM. THEREFORE, IF THERE IS A BALANCE ON THE ACCOUNT AND THE CHANGE IS SUBMITTED PRIOR TO THE 15TH OF THE MONTH, THEN BALANCE MUST BE PAID BY THE **15TH OF THE MONTH BY 5 P.M.** FOR ANY CHANGES SUBMITTED AFTER THE 15TH OF THE MONTH THEN ANY BALANCE ON THE ACCOUNT MUST BE PAID AT TIME OF CHANGE OF NEW DRAFT INFORMATION. THE NEW DRAFT INFORMATION WILL NEED TO PRE-NOTE JUST AS THE INITIAL DRAFT INFORMATION DID (PLEASE SEE ABOVE INFORMATION REGARDING PRE-NOTING PHASE).

TO TAKE ADVANTAGE OF CONVENIENT PAYMENT OPTION, PLEASE COMPLETE AND RETURN THE APPLICATION AND A VOID CHECK OR STATEMENT FROM THE BANK DISCLOSING THE ACCOUNT NUMBER AND ROUTING AND TRANSIT NUMBER 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 SIGNATURE & DATE: _____

**CITY OF ASHEBORO BILLING & COLLECTING DEPARTMENT
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Bank Draft Application**

CIRCLE ONE: NEW CHANGE NOT INTERESTED

Customer's name: _____

Service Address: _____

Mailing address (if different from above): _____

Contact Phone number: (____) _____

Contact Email: _____

Name of Bank: _____

Bank Account Number: _____

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

Signature: _____

Date signed: _____

Pre-noting Phase Disclosure

I have been provided a copy of this disclosure for my records. I understand the pre-noting disclosure and acknowledge all terms associated with it, including late fee structure.

Late Fee: Tier 1 \$10 assessed to all accounts not paid in the billing office by 5:00 pm on 15th 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.

Signature: _____ Your Pre-noting Month will be: _____

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 at least one week before your draft date when you change banks or wish to cancel your draft.

The below to be filled out by City Employee:

Customer Acc#: _____ Rt-Sq: _____	<table border="1" style="width: 100%; border-collapse: collapse;"><tr><td style="padding: 5px;">Pre-noted Date: _____</td></tr><tr><td style="padding: 5px;">1st Draft Date: _____</td></tr><tr><td style="padding: 5px;">Tracking Sheet: _____</td></tr></table>	Pre-noted Date: _____	1 st Draft Date: _____	Tracking Sheet: _____
Pre-noted Date: _____				
1 st Draft Date: _____				
Tracking Sheet: _____				
Completed by: _____ Date Completed: _____				
New Account Customer Walk-in				
Switched Accounts Other: _____				

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WATER AND SEWER RATES as of July 1, 2019 (adopted 7-1-2014)

METER RATES FOR WATER & SEWER SERVICE (BILLED MONTHLY)

	CUBIC FEET (APPROX. 7 ½ GAL. TO CU. FT)		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

- Bills are produced at the end of every month. 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 Kiosk, online payment or phone payment 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. If disconnected, service will not be established outside normal business operating hours, regardless of if payment has been made.
- Deposit for services will be applied to the final bill only and any remainder left will be sent to customer. Late fees are applicable even if a request for service disconnection is given. Minimum bills are not prorated in any situation.
- The City of Asheboro Bills in arrears - usage period is one month behind billing date.
- Overpayment amounts will remain on account and will be applied to the future billing charges(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: _____