

Welcome to the

**City of New Bern**

P.O. Box 1710, New Bern, NC 28563  
(252) 639-2750 ~ Fax (252) 636-2076

Email: [UtilCustomerService@newbern-nc.org](mailto:UtilCustomerService@newbern-nc.org)

Web Site: [www.newbern-nc.org](http://www.newbern-nc.org)

Please print the application for utility services. You may either fax, mail, e-mail or hand deliver the application to us at our office at 606 Fort Totten Drive.

You will need to bring the following required documents:

- 1.) Completed application
- 2.) Signed contract
- 3.) Photocopy of driver's license (or other legal, government-issued photo ID)
- 4.) Photocopy of **Lease**, if renting  
Photocopy of **closing documents**, if purchasing

Once we receive the completed application, we will run a utility credit check. This will determine whether or not you pay a deposit. A credit reference letter from a previous utility company may be considered in lieu of a deposit.

If you have any further questions, please call our office at (252) 639-2750.

Thank you.

Customer Service

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### Application for Residential Utility Service

Today's Date: \_\_\_\_\_

Applicant's Name: \_\_\_\_\_

Social Security Number: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Driver's License Number or ID: \_\_\_\_\_ State: \_\_\_\_\_

**Copy of Driver's License or government-issued photo ID required**

Home Telephone #: \_\_\_\_\_ Alternative Phone #: \_\_\_\_\_

Place of Employment: \_\_\_\_\_ Phone: \_\_\_\_\_

Co-Applicant (spouse or roommate): \_\_\_\_\_

Co-App's Social Security Number: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Co-App's Driver's License Number: \_\_\_\_\_ State: \_\_\_\_\_

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

City: \_\_\_\_\_, NC Zip Code: \_\_\_\_\_ Subdivision: \_\_\_\_\_

**Date Service Requested:** \_\_\_\_\_

Address to send bill to: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Previous Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

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

Do you:  Own? **Copy of Deed or Purchase Contract Required**

Rent? **Copy of Lease Required**

Landlord's Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Tenant(s), if rental: \_\_\_\_\_

**We now offer payment by: Auto Bank Draft.**

If interested please check above, and we will send you an information form.

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(Office use only)

Customer #: \_\_\_\_\_

Premise #: \_\_\_\_\_

Service order #: \_\_\_\_\_

Score: \_\_\_\_\_

Previous Balance: \_\_\_\_\_

Deposit amount: \_\_\_\_\_ + 30.00 Fee

Inspection fee: \_\_\_\_\_

## RESIDENTIAL SERVICE APPLICATION

The City of New Bern will make all reasonable efforts to provide continuous and uninterrupted utility service, but cannot be liable for loss or damage (direct, consequential or otherwise) caused by any failure to supply utilities, or by an interruption, or by a connection, either initial or subsequent connection.

The rights and responsibilities of the City of New Bern and the customer regarding utility service include those set out in the City of New Bern's Policies and Procedures Manual (a copy of which is available upon request). Those policies in effect for the date of this Application may be updated or changed from time-to-time by the City of New Bern. (However, the terms and provisions of the Manual, as they might change, are incorporated in the Application.)

This Application and the documents referred to in this Application, specifically including the City of New Bern's Policies and Procedures Manual, constitute the entire agreement between the Customer and the City of New Bern with respect to the provision of utility service by the City. Neither party shall be responsible to the other except as specifically set out in this Application and in those agreements or documents referred to in this Application.

Although the City of New Bern and its customers may not always exercise the rights specified in these policies or available to them by law, that does not prevent the City of New Bern or the customer from exercising those rights at a later time.

The applicant understands that the City of New Bern must take actions and expend funds to comply with this request for service. By signing this Application, the applicant signifies that he has the authority to request utility service, both permanent and temporary to the premises identified in this application. By signing this Application, the applicant requests permanent utility service, to be preceded by temporary service if needed, for the location identified. Customer's failure to pay will entitle the City of New Bern to recourse against any deposit and reimbursement of costs (including reasonable attorney fees) incurred by the City in collection of any unpaid accounts.

Utility service will be subject to any and all rates, rules, regulations, policies, procedures, terms and conditions applicable to the service, and as revised by the City of New Bern with the authority given it by North Carolina General Statute Chapter 160A, Article 16.

Upon acceptance of this Application by an authorized representative of the City of New Bern, this application becomes a contract between the City of New Bern and the applicant, enforceable as provided by North Carolina law.

**BY EXECUTING THIS APPLICATION FOR UTILITY SERVICE, THE APPLICANT ACKNOWLEDGES THAT THE CITY OF NEW BERN REQUIRES AS A CONDITION OF ELECTRIC SERVICE THAT ALL NEW RESIDENTIAL AND COMMERCIAL CUSTOMERS OF THE CITY PERMIT THE CITY TO INSTALL, OR HAVE INSTALLED, ON THE PREMISES AT CITY'S EXPENSE, LOAD MANAGEMENT DEVICES, OR EQUIPMENT, BY WHICH THE CITY MAY CONTROL THE OPERATION OF ELECTRIC WATER HEATERS, ELECTRIC HEAT PUMPS, ELECTRIC CENTRAL AIR CONDITIONERS, AND THE ELECTRIC FURNACES, INCLUDING STRIP HEATERS, TO THE END THAT THE CITY MIGHT REDUCE THE PEAK DEMAND ON THE CITY'S ELECTRIC SYSTEM AND THEREBY REDUCE THE PEAK DEMAND CHARGES REQUIRED TO BE PAID BY THE CITY TO ITS ELECTRIC SUPPLIER.**

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Customer

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City of New Bern  
Authorized Representative