



NEW BERN
NORTH CAROLINA

UTILITY BUSINESS OFFICE
606 Ft. Totten Drive
P.O. Box 1710
New Bern NC 28563-1710

Steven Anderson
BUSINESS OFFICE MANAGER

Phone 252-639-2750
Website: www.newbern-nc.org
Email: UtilCustomerService@newbern-nc.org

Welcome to the City of New Bern!

Application for Residential Utility Service

Please print the application for utility services. After completion, you may e-mail, or mail the application to us; or you may come into our office at 606 Ft. Totten Drive. The deadline for same day service is 11 AM.

You will need to get the following required documents back to us:

1. Completed application contract signed on the back.
2. Copy of Driver's License (or other legal, government issued photo ID).
3. Copy of **lease** if renting.
4. Copy 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,

Utility Business Office



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Application for Residential Utility Service

Deadline for same day service is 11 AM

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 # _____ Alternate Phone # _____

Place of Employment: _____ Phone # _____

Email Address: _____

Co-Applicant (Spouse or roommate): _____

Co-Applicant Social Security Number: _____ Date of Birth: _____

Co-Applicant Driver's License Number: _____ State: _____

SERVICE ADDRESS: _____

City: _____, NC Zip Code: _____ Subdivision: _____

DATE SERVICE REQUESTED: _____

Address to send bill: _____

City: _____, NC Zip Code: _____

Previous Address: _____

City: _____, NC Zip Code: _____ Date Disconnected: _____

Do you Rent? **Copy of Lease Required.** Own? **Copy of Deed or Purchase Contract Required.**

Landlord's Name: _____

Tenant(s), if rental: _____

Sign me up for **Auto Bank Draft.** I am not interested at this time _____ (initials).

Sign me up for **E-Billing.** I am not interested at this time _____ (initials).

Sign me up for **New Bern CONNECTS Round Up Program.** I am not interested at this time _____ (initials).

*** Please Sign Contract on the Back ***

(Office use only)

Customer # _____

Score: _____

Premise # _____

Previous Balance: _____

Service Order # _____

Deposit Amount: _____ + \$30 Connection Fee

RESIDENTIAL SERVICE CONTRACT

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.

Premises on the Load Management Rewards Program will continue on this service. If you are not interested in this service, please inform our utility personnel on the date of this application and discuss other energy conservation opportunities.

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 IT'S ELECTRIC SUPPLIER.

X _____
Customer

X _____
City of New Bern, Authorized Representative