



**Items to apply for utility services:**

- A fully completed and signed “Application For Service”
- A signed “ Terms and Conditions”
- Copy of Social Security Card or Federal Tax ID Number. In the absence of either, the account will be assessed a higher deposit.
- Copy of Drivers License or ID card
- Copy of Lease agreement, HUD Closing statement or documents proving rights to the property

Completed forms may be faxed to 252.946.1965 or emailed to [switchboard@washingtonnc.gov](mailto:switchboard@washingtonnc.gov). Incomplete applications will be automatically denied.

Once application is approved the following will be needed:

- Account deposit, if applicable
- Connection fees
- Any other necessary fees

*Washington Utilities*  
[www.washingtonnc.gov](http://www.washingtonnc.gov)  
(252)975.9300  
(252)946.1965 fax



# CUSTOMER UTILITY APPLICATION

Name of Customer \_\_\_\_\_ Owner? \_\_\_\_\_

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

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

SS# \_\_\_\_\_ Driver's License# \_\_\_\_\_

Phone #(main) \_\_\_\_\_ alternate \_\_\_\_\_

Date of Birth \_\_\_\_\_ Number of occupants \_\_\_\_\_

Landlord Name /Address/Phone# (if applic) \_\_\_\_\_

Employer \_\_\_\_\_

Employer's Address \_\_\_\_\_

Co-Applicant \_\_\_\_\_ SS# \_\_\_\_\_

Driver's License# \_\_\_\_\_ Date of Birth \_\_\_\_\_

Do you or have you in the past ever had a utility account with the City of Washington? \_\_\_\_\_

If yes, please list address \_\_\_\_\_

Did you leave owing a balance and, if so, how much? \_\_\_\_\_

Date service to be activated \_\_\_\_\_ Existing service disconnect date, if applicable \_\_\_\_\_

My submission of this form authorizes WEU to utilize ONLINE Utility Exchange reporting to determine deposit requirements.

*Please contact us if you have any questions or concerns at 252.975.9300.*

*I certify that I am eighteen years of age or older, that the above information is accurate, and that I will be responsible for payment of the entire bill upon termination of service. Additionally, if the City determines that I or any other occupant at this address owes past due balances to the City, I will be responsible for payment of those balances and any associated fees. I had an opportunity to review a copy of the City's cut-off policy and am subject to the City's Utility Policy as currently in effect. The account is subject to immediate disconnection without notice if the deposit and connect fee is returned for insufficient funds or if the City discovers delinquent past due balances from prior accounts.*

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



## **TERMS & CONDITIONS OF SERVICE – Washington Electric Utilities (WEU)**

1. WEU shall provide, install and maintain all pertinent wiring, piping, conduit, meters and other materials necessary to deliver the utilities to the metered delivery point upon Customer's premises. All work and materials shall conform with all applicable codes.
2. WEU shall deliver the utilities to the metered delivery point upon Customer's premises on a continuous basis; provided, however, that WEU shall not be liable to customer for direct or indirect damages of whatsoever nature and howsoever caused resulting from any interruption of utilities to customer's premises, including any interruption caused by a disconnection of said utilities because of customer's failure to pay for said utilities when such payment is due.
3. WEU shall have the right at all reasonable times to come upon Customer's premises for the purpose of inspecting both WEU's work and materials and customer's work and materials to determine whether repairs or other work are needed to keep the utilities in conformance with all applicable codes. WEU shall also have the right to come upon customer's premises for gathering such information as is necessary to bill customer for utilities delivered to the customer's premises.
4. Customer shall comply with all applicable codes with respect to work and materials relating to the utilities which are located beyond the metered delivery point of said utilities.
5. Customer shall pay for all utilities delivered to customer's premises when such payments are due. In the event that, as an accommodation to Customer and at the request of the Customer, City bills such utilities to a person or entity other than customer, customer shall be personally responsible for timely payment of such bills.
6. Customer shall not tamper with, remove or otherwise interfere with any of WEU's wiring, piping, conduit, meters or other materials nor shall customer allow or permit any changes or modifications to the same by any other person or entity. Customer shall not energize or activate any of said utilities without WEU's consent. In the event that any provisions of this paragraph are breached, customer shall be responsible for all costs of repair and testing to re-establish the integrity of WEU's work and materials as well as all related tampering fees and costs.
7. Customer agrees to comply with all of WEU'S current and future ordinances, rules, regulations, and policies relating to delivery of and billing for utilities to its customers, including, but not limited to deposit requirements, the price of such utilities to Customer, times for payment, penalties imposed for non-payment, and actions which WEU may take to enforce its rights under this agreement.
8. This agreement shall run for so long as customer is receiving any utilities at customer's premises and until all amounts due WEU hereunder have been paid.
9. The terms and conditions set forth in this agreement shall be in addition to and not in lieu of any rights, terms or conditions set forth in current or future state or local laws, ordinances, rules, regulations, or policies.

10. Customer agrees to pay bills by the Due Date shown on each monthly bill. The customer must notify the Municipality before the normal due date if (a) a bill has not been received or (b) questions concerning the amount of the bill (either too much or too little). Failure to receive a bill does not exempt the customer from paying it or from being charged any late penalties/ cut off fees.

*Note to all Customers: Contact with WEU prior to disconnection is always preferable to making arrangements after service is involuntarily interrupted. Payment options may be available prior to disconnection which will save the customer from additional higher deposit amounts and additional fees.*

11. WEU can disconnect customers with prior debts and/or transfer balances if:

- The current services are in the name of the customer(s) with the prior debt. WEU will not allow any customer to continue service if there is any outstanding debt due to WEU either by an agreement signed by the customer or by another person who is currently or previously been a member of the household or who resides at the service address;
- If the customer received an extension of time to pay the prior debts and the payment dates were not kept by the customer, services will be cut off without additional notice;
- The customer has been delinquent for 10 days and WEU has notified the customer of their intent to disconnect and has given the customer reasonable time to respond.

12. By signing below, I am certifying that there is no outstanding debt for utility services, fees or penalties due to WEU, either under an agreement signed by the applicant or by another person who is now or has been a member of my household or who resides at the above addresses.

13. \_\_\_\_\_ ***I am NOT interested in saving money and energy by utilizing WEU free Load Management switches***  
(initial)

I have been informed about WEU's free installation of energy saving Load Management switches. I understand that if I choose not to have switches installed and my account becomes delinquent, including any penalty, late payment, or disconnection, I may be required to sign up for load management before I am permitted to be reconnected.

**Property owner name and phone #:**

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14. I understand that if my utilities are disconnected for nonpayment and I utilize after hours reconnection services, I will be required to pay additional after hours fees, penalties and fees, as well as any arrearage balance by 11 am on the following business day to avoid second disconnection and related fees. Also, payments to reconnect cutoff accounts received after 4 PM will also be charged after-hours fees for same day connection.

PLEASE NOTE THAT THIS IS A CONTRACT FOR ELECTRIC SERVICES BASED ON THE MUNICIPALITY'S POLICIES AND PROCEDURES. YOU HAVE THE RIGHT TO REVIEW THE POLICY MANUAL OR IN OUR MUNICIPAL OFFICE OR ON OUR WEBSITE.

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Signature

Date

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Customer Service Representative

Date