

UTILITIES DEPARTMENT
PO BOX 2245
317 PRITCHARD ST
ELIZABETH CITY, NC 27906

Phone (252) 335-2240
Fax (252) 331-5650

www.pasquotankcountync.org



PASQUOTANK
COUNTY NC

DAVID SMITHSON
Utilities Director

MICHAEL HARRIS
Asst Utilities Director

MELISSA JOINES
Office Manager

APPLICATION FOR WATER SERVICE

**All applications must be submitted by 4pm to have service connected the same day.
Your application will not be processed until all information is received in our office.**

Currently, our office accepts cash, check or money order as payment.
To pay by debit/credit card please see second page.

Effective Date of Service _____

Service Address _____

Customer's Name _____

Mailing Address _____

City _____ State _____ Zip _____

Home and/or Cell Phone Number _____

Employer Name _____

Work Phone Number _____

Social Security Number _____

Service Fee \$20 _____ Rental Deposit \$100 _____

If you are renting the total amount due will be \$120

Rental Customers: A copy of the rental/lease agreement is required

The rental deposit is waived for Active Duty Military; ID is required

Do you want the water meter: (please check one)

Turned On By Us _____ Unlocked Only & Turned on by Customer _____

FOR OFFICE USE ONLY

Acct # _____ Deposit Amt. _____ Processed by _____

Customer # _____ Date Paid _____ Processed Date _____

Meter Reading _____ Lease Agreement _____ Write-off file _____

BILLING: Bills are mailed out each month through the U.S. Postal Service. If you do not receive a bill, you are still responsible for payment. You may call the office to find out the amount of your bill. Bills reflect the usage for the previous month (example: a bill mailed in June reflects the usage for May).

PAYING WATER BILLS: There are several options to pay your water bill; this information is also on the back of your water bill.

1. Pay at the Pasquotank County Utilities Department located at 317 Pritchard Street in Elizabeth City; the office currently accepts cash, check or money order.
2. Place your payment in the 24 hour drop box located in the front of our office
3. Mail your payment to Pasquotank County Utilities Department
PO Box 2245, Elizabeth City, NC 27906
4. To pay by debit/credit card: www.officialpayments.com or call 1-800-272-9829, select option 3, jurisdiction code 4399 and you will also need the account number. This site accepts payments up to \$100. If you are paying more than \$100, you will need to make multiple transactions.

HIGH BILLS: If your bill increases substantially in one month, and you have not increased your usage, you may have a leak. Check lines for loose connections, under the house for a broken pipe, bathrooms for leaky toilets or sinks. You may call the office (252) 335-2240 and we will send a work order to our plant to check your meter only.

BAD CHECKS: Accounts with returned checks will incur a \$25.00 Non-Sufficient Funds charge. You will receive a notice in the mail, and will have 7 days to pay the return check and pay the NSF charge by cash only or your water will be disconnected.

LATE FEES: A late fee of 5% is incurred the day after the due date on any account with a balance of more than \$15.

DISCONNECTION: Accounts owing two months billing and two 5% penalties are subject to disconnection. Disconnection day will be the day after the second bill is due. On disconnection day, the account is also required to pay a \$40 late fee. The late fee is required no matter if the service is disconnected or not. Once a service has been disconnected, Pasquotank County Utilities Department is allowed 24 hours to reconnect service. Pasquotank County Utilities Department does not allow for an extension of time beyond the disconnection due date. Cash, money order or credit card payment only will be accepted once your service has been disconnected. If your service is disconnected and your meter or connections are tampered with, you will be charged a **\$200.00** tampering fee.

SOCIAL SECURITY NUMBER: Your social security number may be used to collect a debt. Any unpaid bills will be subject to collection. {NC G.S.132-1.10}

Pasquotank County Utilities Department does not automatically switch the account into the owners name when a renter vacates or a new owners name at closing. It is the responsibility of the customer to setup the account in their name.

I HAVE READ AND UNDERSTAND THE ABOVE INFORMATION:

Customer Signature: _____

Date: _____