

# Residential Utility Start Service Application



**Your Hometown Public Power Provider is honored to supply your utility service needs!**

**Residential Start Service Application must be processed and any required [inspections](#) completed by 11 AM for same day service.**

The following documents are required to be attached to your application:

1. Copy of Driver's License (or other legal, government issued photo ID).
2. Copy of Lease if renting.
3. Copy of Deed or Purchase Contract if purchasing.

A deposit may be required to establish service, based upon a utility credit check. Credit checks are completed after all application documents are submitted. A credit reference letter from a previous utility company may be considered in lieu of a deposit.

If you have any further questions, please email us at [UtilCustomerService@newbern-nc.org](mailto:UtilCustomerService@newbern-nc.org) or call our office at (252) 639-2750.

Thank you. We look forward to serving you!

## Residential Utility Start Service Application

**Notice: Application must be processed and any required [inspections](#) completed by 11 AM for same day service.**

**Today's Date:**

**Applicant Name:**

First

Last

**Social Security Number**

**Date of Birth:**

**Driver's License or ID Number:**

**State:**

**Upload Copy of Driver's License or ID**

**COPY OF DRIVER'S LICENSE OR GOVERNMENT ISSUED PHOTO ID REQUIRED TO VALIDATE IDENTIFICATION.**

**(STATE ISSUED DRIVERS/PHOTO IDENTIFICATION PREFERRED)**

**Service Address**

Address Line 1

City

State

Zip Code

**Date Service Requested:**

**Home Telephone #:**

**Alternate Phone #:**

**Place of Employment:**

**Employment Phone #:**

**Email Address:**

**Co-Applicant Name (Spouse or Roommate):**

First

Last

**Social Security Number**

**Date of Birth:**

**Co-Applicant Driver's License or ID Number:**

**State:**

**Upload Copy of Co-Applicant's Driver's License or ID**

**Billing Address:**

Address Line 1

Address Line 2

City

State

Zip Code

**Previous Address**

Address Line 1

Address Line 2

City

State

Zip Code

**Do you RENT?**

Yes  No

*Copy of Lease Required.*

**Do you OWN?**

Yes  No

*Copy of Deed or Purchase Contract Required.*

**Notice: Any required [inspections](#) must be completed prior to service connection.**

**Upload Copy of Lease or Deed/Purchase Contract.**

**Landlord's Name:**

First

Last

**Landlord's Phone #:**

**Tenant's Name(s):**

First

Last

**Tenant's Name(s):**

First

Last

**Tenant's Name(s):**

First

Last

**Tenant's Name(s):**

First

Last

**Sign me up for Auto Bank Draft:**

Yes  No

[Learn more about the benefits of Bank Draft Easy Pay! See brochure here.](#)

**Sign me up for E-Billing:**

Yes  No

[Go paperless and get an instant email notification when your new bill is available.](#)

**Sign me up for New Bern CONNECTS Round Up Program:**

Yes  No

[Learn more about how you can help fellow neighbors in need.](#)

## Residential Utility Start 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.

**Signature**