



“A Dream Worth Dreaming”

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CMC, NCCMC

**Town of Biscoe Billing & Collecting Department
Application for Utility Service
Residential Property**

When applying for utility service, the following information is required:

1. A Government issued PHOTO ID for ACCOUNT HOLDER (s)
 - a. Accepted forms are the following: valid state driver's license, valid state issue photo identification card, passport, US Military ID cards, permanent resident card
 - b. In lieu of the valid Government Issued photo identification TWO or more of the following will suffice as identification: residence permits, non-driver's government ID cards (such as SNAP cards), Proof of checking or savings accounts, birth certificate, W2s, Bills from other utility companies or credit card companies.
 - c. Non-Acceptable forms of identification: Matricular Consular or Identify document issued or created by local government or private entity unless expressly authorized by the legislature.
2. If you are renting: Copy of Valid Lease Agreement, Rent Receipt signed by Landlord, Deposit Receipt signed by Landlord. We will require your Landlord's information below. If you own: Any ownership documentation which shows you as the owner and has the address where utility service is being requested.
3. Non-refundable Account Fee of \$75.00 if you are a renter and \$50.00 if you are an owner.
 - a. Accepted forms of payment are: Cash, Check, Money Order, Debit/Credit card.
4. Payment of prior outstanding debts due to the Town of Biscoe in accordance with the Town of Biscoe Code of Ordinances.
5. For same day service, completed application needs to be processed BEFORE 2:30 PM. If service is needed after 2:30 PM a Service Fee of \$25.00 will be required for service to be connected.

Billing Cycle:

Invoices for service are printed on or before the 1st day of the Month. Service periods do not match billing dates. For example, an invoice dated the 1st of March is typically for service period of the middle of January to the middle of February.

Payments:

Payments are due by 5:00 pm on the 20th of the month. Online and Drop Box payments are accepted until 8:00 am on the 21st of the month. Tier 1 late fee of \$10.00 is assessed to all delinquent on the 21st of the month unless the 21st falls on a weekend or Holiday where the Town Hall is closed. It will then be processed on the following business day. Tier 2 late fee of \$35.00 is assessed on the last day of each month at 5:00 pm unless the last day of the month falls on a weekend or Holiday where the Town Hall is closed. It will then be processed on the following business day. Service is disconnected on the 5th day of the month for accounts that are delinquent for the month prior unless the 5th falls on a Thursday, Friday, weekend or any Holiday where the Town Hall is closed. It will then be disconnected on the following business day.

Initial (1): _____

Initial (2): _____

Customer Agreement: By my initials above, I hereby request water and/or sewer service from the Town of Biscoe. I understand that in order to receive sewer service, I must also accept and receive water service from The Town of Biscoe. In requesting utility service, I accept full responsibility for all charges, fees, penalties, or other obligations incurred while in my name. This includes any leaks that may occur in my water line which begins at the customer's side of the water meter. I agree to guarantee proper protection for the Town of Biscoe's property at this service location and shall permit access to it only by authorized representatives of The Town of Biscoe. I have been provided, read, and understand the information provided in The Town of Biscoe's Rules and Regulations and stated on this application/agreement. I warrant that the information provided for the purpose of obtaining utility service to be true and accurate to the best of my knowledge. It is further agreed The Town of Biscoe reserves unto itself, the right to refuse or discontinue service and remove any Town of Biscoe property from the premises if a violation of the Town of Biscoe's Rules and Regulations occurs. The Town of Biscoe will not be held liable or responsible for damage of any kind whatsoever resulting from water or sewer use, or the use of water or sewer on the premises, unless such damage results directly from negligence on the part of the Town of Biscoe.

Disclosure:

Access to personal information such as identification, social security numbers and bank account numbers are password protected. Paper copies of the applications are scanned at the time of application and returned to customer. Applications are maintained in a secure digital format.

**Town of Biscoe Billing and Collecting Department
Application for Utility Service Residential Property**

All applicants: Please fill out both Property AND Mailing address:

Property Address:	Mailing Address
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Applicant Information:

Property Owner:

Name Account Holder (1) <small>Renter { } Owner { }</small>	Name Account Holder (2)	Name:
Driver's License #	Driver's License #	Address:
Social Security #	Social Security #	Phone #
Phone #	Phone #	
Employer Name & Phone #	Employer Name & Phone #	
Signature:	Signature:	

Notice of the Use of Social Security Numbers:

Disclosure of your social security number is voluntary. The request of your social security number is authorized by Section 105A-3(c) of the North Carolina General Statutes. Social Security Numbers collected by the town's billing and collections office will be used when collection efforts are undertaken to recover debts that are not paid voluntarily and in a timely manner by a customer. These collection efforts will include set-offs against customers' North Carolina income tax refunds and lottery winnings by means of the states' set-off debt collection program. This program is used by the Town of Biscoe to collect debts that arise in connection with the provision of water and/or sewer service. An existing or potential customer will not be denied utility services because of a refusal to disclose his or her social security number.

Payment by Draft:

If you accept and complete the Bank Draft Application your account will be drafted on the 15th of each month unless the 15th falls on a Holiday where the Town Hall or Banks are closed. It will then be processed on the following business day. Once the Draft set-up is complete, there will be a notation referencing Draft Notice, Do Not Pay and the Draft date in the body of the invoice. The Draft will only be for the amount due on the account at the time of the draft.

I want to sign up for Payment by Draft YES NO

Signature: _____

STAFF USE ONLY:

Customer (A)	Customer (B)
Property Address:	Lease/Ownership Date:
Documentation Type:	Work Order Date:
Account Number:	Received by: Date: