

## Applying for Water and Sewer Service

Welcome to Union County Public Works. Please fill out the New Service Application, which can be found on the following pages, to request water and sewer services.

Return the completed application with the following materials to [pwcs@unioncountync.gov](mailto:pwcs@unioncountync.gov):

- Photo identification
- Proof of occupancy (offer to purchase, closing disclosure, deed, or lease/rental agreement)

You can visit us at our Customer Service Office, located at 500 N. Main Street, Monroe, to apply in person. Please allow 2 business days for processing your application.

A \$50 security deposit is required for all rental/lease accounts. You can pay your rental deposit in person at our Customer Service Office or online [here](#) by selecting “Pay Now” under the “Make One-Time Payment” option, then by selecting “Deposit” and entering your information. Please submit a copy of your deposit receipt with your application.

We look forward to serving you.

**WATER AND/OR SEWER SERVICE APPLICATION AND AGREEMENT**

**Primary Applicant/Business Name**

**Secondary Applicant**

Name: \_\_\_\_\_

Name: \_\_\_\_\_

SSN/Fed Tax ID: \_\_\_\_\_

SSN/Fed Tax ID: \_\_\_\_\_

Driver's/Business License #: \_\_\_\_\_

Driver's/Business License #: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Email Address: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Cell  Landline

Cell  Landline

*The primary applicant will be the point of contact for all communications from Union County Public Works including, but not limited to, past due notices, services outages, educational information, and Boil Water Advisories. The secondary applicant may also be contacted at Union County Public Works' sole discretion; however, it is under no obligation or duty to make any such contact with the secondary applicant.*

**Voluntary Disclosure Statement (SSN):** The disclosure of your social security number ("SSN") as part of the application process is voluntary. The SSN is solicited pursuant to the authority set forth in N.C.G.S. §§ 105A-3 and 132-1.10. The SSN will be used for the purpose of complying with the State of North Carolina's Setoff Debt Collection Act (Chapter 105A of the North Carolina General Statutes) and to determine credit status, collections, and utility credit review, which may include a credit check, as this is imperative for the performance of Union County Public Works' duties in the operation of an economically viable utility. An applicant will not be denied service based upon a refusal to disclose a SSN.

**Type of Service:**

**Residential**

**Commercial**

Owner  Tenant  Builder

Owner  Tenant  Developer

Property Management Company

Property Management Company

Other (Please Specify) \_\_\_\_\_

Other (Please Specify) \_\_\_\_\_

**Date Service Requested to Begin:** \_\_\_\_\_

**Service Address:** \_\_\_\_\_

City: \_\_\_\_\_ Subdivision: \_\_\_\_\_

**Billing Address (if different):** \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

**Has the applicant(s) previously lived in Union County? If so, at what address?** \_\_\_\_\_

## Account Information

Year home was built: \_\_\_\_\_ # of Bedrooms: \_\_\_\_\_ # of Full Bathrooms: \_\_\_\_\_ # of Half Bathrooms: \_\_\_\_\_

Additional structures connected to meter:  Yes  No If yes, please describe: \_\_\_\_\_

Pool:  Yes  No Inground Irrigation System:  Yes  No If yes, is irrigation on a separate meter?  Yes  No

Pressure Reducing Valve:  Yes  No  Unsure If yes, year installed: \_\_\_\_\_

---

It is understood between the applicant(s) and Union County Public Works that this application, upon execution by the applicant(s) and acceptance by an authorized Union County Public Works representative, will constitute a contract between the applicant(s) and Union County Public Works, by which the applicant(s) agrees to comply with all rules and regulations that have been or may be adopted by the Board of County Commissioners, Union County Water and Sewer District Board of Governors, Union County Public Works, any applicable state or federal law relating to the Union County Public Works water and sewer system, and the terms herein.

The County shall at all reasonable times have the right of ingress to and egress from the premises of the customer, for any and all purposes connected with the delivery of service, or the exercise of any and all rights under the agreement.

The customer shall at all times furnish the County a satisfactory and lawful right of way over his premises for the County's lines and apparatus necessary or incidental to the furnishing of service, and shall also furnish satisfactory shelter for meters and other apparatus of the County installed on the premises, except where the County elects to install such equipment outdoors.

The County may change the location of the right of way upon request of the customer, and may require the customer to bear the expense of the change; the change will not be made where it will interfere with or jeopardize the County's service, either to the customer requesting the change, or to any other customers. All privileges of the County incident to the original location shall apply to the new location.

The obligation of the County to supply service is dependent upon the County securing and retaining all necessary rights-of-way, privileges, franchises or permits, for the delivery of such service, and the County shall not be liable to the customer for any failure to deliver service because the County's inability to secure or retain such rights-of-way, privileges, franchises or permits.

Union County Public Works takes the privacy of water and sewer system customers seriously and will keep customer information protected as required by applicable law. Only the individual(s) listed herein as applicants are authorized to make changes to the account. Individual(s) not listed herein may obtain account information, including but not limited to, account balance and general account information, by verifying the name and last four digits of an account holders' social security number (or alternative identification password/number if no social security number is provided). In an effort to further protect applicant(s) identity and account information, applicant(s) may elect to provide a password to further secure their account. Applicant(s) agree to assume full responsibility for services provided while this agreement is in effect, whether billed or unbilled.

Applicant(s) must present an unexpired government-issued photo identification (e.g. driver's license, passport, military ID). Union County Public Works is prohibited from accepting (i) a matricula consular or similar document, other than a valid passport, issued by a consulate or embassy of another country, or (ii) a document issued or created by any person, organization, county, city, or other local authority unless expressly authorized by the North Carolina General Assembly for this purpose. Applicant(s) must provide proof of ownership, occupancy, or the right to establish utility service at the property for which service is requested (e.g. offer to purchase agreement, deed, closing disclosure, management agreement, rental/lease agreement. If a social security number is not provided, applicant(s) must apply in person in order to allow Union County Public Works to confirm the identity of the applicant(s).

The applicant(s) agree to pay Union County Public Works an Account Setup Fee and deposit, when required, to establish service. The applicant(s) also agree to pay Union County Public Works monthly Base Facility Fees and Volumetric Rates for usage associated with each connection. Charges are based on the current Rates and Fees Schedule as adopted and approved by the applicable governing body(ies). Applicant(s) may provide information for a bank draft for payment of the applicant(s) account.

Applicant(s) are responsible for all charges incurred on an account until a request to terminate service is received by Union County Public Works or Union County Public Works, at its discretion and in accordance with applicable law, terminates service. Should multiple applicants establish an account, then request to remove an applicant from the account, all applicants must verify their identity and consent to the removal of the subject applicant/account holder. If a deposit was required on the account, the applicant being removed from the account forfeits any ability to receive any required return of the deposit.

The applicant(s) authorizes Union County Public Works or its representatives and agents, including any third-party debt collectors, to contact the applicant(s) by telephone or text message at any telephone number provided, including wireless telephone numbers (i.e. cell phone numbers) which could result in charges to the applicant, in order to service the utility account or collect any amounts owed to Union County Public Works, excluding any contacts for advertising and telemarketing purposes as prescribed by law. The applicant(s) further agrees that methods of contact may include use of pre-recorded or artificial voice messages, and/or use of an

automatic dialing device. Applicant(s) may withdraw the consent to be contacted by wireless telephone number(s) at any time by written notice to 500 North Main Street, Monroe, NC, 28112, by email to [pwcs@unioncountync.gov](mailto:pwcs@unioncountync.gov), by telephone 704-296-4210, or by any other reasonable means. Furthermore, the applicant(s) agrees to notify Union County Public Works of any change to the wireless telephone number(s) which was provided to Union County Public Works.

Signature - Primary Applicant: \_\_\_\_\_ Date: \_\_\_\_\_

Signature - Secondary Applicant: \_\_\_\_\_ Date: \_\_\_\_\_

Signature - Union County Public Works Designee: \_\_\_\_\_ Date: \_\_\_\_\_

**For Internal Use Only:**

Account #: \_\_\_\_\_ Customer #: \_\_\_\_\_ Deposit Paid: \$ \_\_\_\_\_