

WATER & SEWER:

APPLICATION TO START, CANCEL, OR MAKE CHANGES TO SERVICE

SERVICE DETAILS			
<i>(Deposit may be required for activation of some services.)</i>			
Applying For:	<input type="checkbox"/> Start of Service <input type="checkbox"/> Change to Service <input type="checkbox"/> Cancellation	Category of Service:	<input type="checkbox"/> Residential <input type="checkbox"/> Commercial
Location Type:	<input type="checkbox"/> Inside Town Limits <input type="checkbox"/> Outside Town Limits		
Applicant Type:	<input type="checkbox"/> Owner/Property Mgr. <input type="checkbox"/> Renter <input type="checkbox"/> Builder	Service Type:	<input type="checkbox"/> Water/Sewer <input type="checkbox"/> Flat Sewer <input type="checkbox"/> Water Only <input type="checkbox"/> Irrigation <input type="checkbox"/> Storm Water
Requested Date of Service: _____			

APPLICANT DETAILS	
Full Name: _____	
Service Address: _____	
Mailing Address: _____	
City: _____	State: _____ Zip Code: _____
Phone: _____	Email: _____
<input type="checkbox"/> Enroll in text alerts	<input type="checkbox"/> Enroll in electronic billing
Social Security / Tax ID Number: _____	
Driver's License Number: _____	
Additional Authorized User: _____	
Authorized User Phone: _____	

OFFICE USE ONLY	
Account #: _____	Subdivision: _____
Meter #: _____	Work Order #: _____
Serial/Tran: _____	Carts Ordered: _____
Beg./Current Read: _____	ID Scanned: <input type="checkbox"/> ERU: _____
PAYMENT DETAILS:	
Receipt #: _____	<input type="checkbox"/> Cash <input type="checkbox"/> Check Ch# _____ <input type="checkbox"/> Credit Card
Total Paid: _____	
CSR: _____	Date: _____
CANCELLATION DETAILS:	
Date Finalized: _____	Final Meter Reading: _____
Deposit Amount: _____	<input type="checkbox"/> Apply <input type="checkbox"/> Do NOT Apply
Balance: _____	
Final Balance: _____	

PAYMENT OF YOUR BILL

You may pay your bill any of the following ways.

- 1. MAIL:** Please enclose the bottom portion (stub) of your bill with your check, money order or credit card payment in the enclosed envelope. Please write your account number on your check or money order.
- 2. DRAFT:** You may pick up a bank draft or credit card draft form at Town Hall or download it from our website, www.harrisburgnc.org. Please note that the Town will not begin drafting your account until the month following submission of your draft request.
- 3. IN PERSON:** At Town Hall, located at 4100 Main Street, Suite 101. Please bring your bill with you. We accept cash, check and major credit cards.
- 4. BY PHONE:** We accept credit card (Visa, MasterCard, Discover, American Express) payments by phone. Our automated telephone payment number is (877) 397-2658, available 24 hours a day.
- 5. ONLINE:** You may go to our website, www.harrisburgnc.org, and use our convenient online payment service. Convenience fees will apply.
- 6. DROP BOX:** You may place your payment in our drop box located on the front of Town Hall after hours. All payments received after 5:00 pm will be posted to the next business day.
- 7. BILL PAY:** You may pay your bill through your online banking, which you would set up through your bank.

PAYMENT TERMS

DUE DATE: All bills are due and payable upon receipt. The Town of Harrisburg is not responsible for failure of the US Postal Service to deliver bills. It is the customer's responsibility to pay their bill by the 15th of the month. If you feel this bill is incorrect please contact the Customer Service Department at (704) 455-5614 between the hours of 8:00 am and 5:00 pm Monday through Friday or via email at CustomerService@harrisburgnc.org.

Initials

PAST DUE: An account is considered past due if it is not paid by 5:00 pm on the 15th of the month. If payment is not received by the 15th, a **\$10.00 late fee** will be added. If the account is not paid in full by 5:00 pm on the 25th of the month, service will be disconnected without further notice and a reconnect fee of **\$100.00** will be charged before service is resumed. **The reconnect fee will be charged on the 26th of the month for an account that has not been paid in full, even if water has not been turned off.** Reconnection will be made in a reasonable amount of time, not to exceed 24 hours. If the 25th falls on a weekend or holiday, payment will be due the next business day.

Initials

LATE NOTICES: As a courtesy to our customers, any past due balance as of the 16th of the month will be sent via a late notice as a reminder of the disconnect schedule.

RETURN CHECK FEES

All fees are subject to change by the Harrisburg Town Council.

A \$25.00 NSF fee is charged for each returned check or automatic draft. After a customer has been charged an NSF fee, the Town will no longer accept checks from that customer.