



## TOWN OF WALLACE

# RESIDENTIAL Application for Utility Services

316 East Murray Street  
Wallace, NC 28466  
Phone: 910-285-4136  
Fax: 910-285-5135  
mail@wallacenc.gov

## UTILITY SERVICE CHECKLIST

Welcome to the Town of Wallace! We're glad you're here. This checklist is provided to help you gather the necessary information we need to setup your utility account. You can turn your completed application in with your other documents at Town Hall 316 East Murray Street, fax them to 910-285-5135, or email them to mail@wallacenc.gov

**Service connection will be delayed if all of these documents are not provided.**

### THE FOLLOWING DOCUMENTS ARE REQUIRED TO ESTABLISH SERVICE

- Completed Town of Wallace Utility Service Application
- State or Federal Issue Photo ID for **ALL** applicants
- Voided check or a letter from your bank with your routing and account number, if you are participating in bank draft
- Proof of Social Security Number for **ALL** applicants
- FOR RENTERS: A copy of your signed lease
- FOR OWNERS: A copy of your deed or closing statement

**ALL TOWN ACCOUNTS MUST BE CURRENT BEFORE SERVICE CAN BE SET UP**

### MOVING OR CLOSING YOUR ACCOUNT

*YOU WILL CONTINUE TO BE BILLED EACH MONTH AND WILL BE RESPONSIBLE FOR ALL CHARGES UNTIL YOU REQUEST SERVICES BE DISCONNECTED*

*Please remember to notify us when you move or close your account. You can let us know by phone, fax, mail or email. Please provide forwarding address for the final bill*

**Our office is open Monday - Friday 8 am - 5 pm  
Completed application must be in our office by 3:00pm for same day service,  
however we cannot guarantee same day service**



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## YOUR UTILITIES & BILLING AT A GLANCE

### Payment options

- **Bank Draft:** FREE! Never have a late fee or penalty again!
- **Online:** Save time, save gas, save a stamp! Go to our website at [www.wallacenc.gov](http://www.wallacenc.gov) and click "Bill Payments" at the top right corner of the page.
- **Mail:** Send to 316 East Murray Street Wallace North Carolina 28466
- **Outdoor Drop Box:** Use our drive-up drop box located in the front of Town Hall. Only for check and money orders, but **not cash**.
- **Pay in Person:** We take cash, check or money order at our Utilities & Billing Department, located at Town Hall. We are open weekdays from 8:00 a.m. to 5:00 p.m.

### Utility Connection Fee

The Town does not charge a deposit on accounts. A NON-REFUNDABLE utility connection fee is required to start service. Utility connection fees are based on the following schedule.

UTILITY CONNECTION FEE	
IN-TOWN RESIDENTIAL	\$ 60.00
IOUT-OF- TOWN RESIDENTIAL	\$120.00

### Due Date, Penalties, Non Payment Collection

- Bills are due on the 10th of the month.
- A \$50.00 late fee is added to your bill if ANY balance has not been paid by the 15th of the month.
- If the Town is unable to collect from a closed past due account within 60 days, we will use an outside collection company. Please be advised that these companies report to the 3 credit reporting agencies.
- If the Town must pursue collections for an unpaid balance, we can collect from your NC State Income Tax Refund, lottery winnings or any other funds due to you from the State

### Returned Checks/Drafts

- The Town's returned check/draft fee is **\$30.00**.
- The Town will contact you at the phone number on the account (please keep your phone numbers current).
- You will have 24 hours to pay the returned amount plus the \$30.00 fee. If you do not make a payment within the 24 hours, your services **will be** disconnected.
- A returned check will make you "cash only", meaning that the Town will only accept cash, money order, cashier's check, or debit card/credit card as types of payments for the next 12 months.
- A 2nd returned draft will get you removed from the bank draft plan
- A returned check for a connection fee results in an immediate disconnection without benefit of prior notification.



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<b>OFFICIAL USE ONLY</b>	
SS# Verified _____	Photo ID Verified _____
Lease/HUD _____	

**UTILITY SERVICE APPLICATION**

Temporary Service       New Service       Update       Disconnect Service

\_\_\_ YES - I want free e-billing!      \_\_\_ NO - Mail my bill to my home.

**Date service to be activated:** \_\_\_\_\_

___ RENT	___ OWN
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Service Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

<u>Applicant Information:</u>	<u>Co-Applicant Information:</u>
Name: _____	Name: _____
Social Security # _____	Social Security # _____
Driver's License # _____	Driver's License # _____
Date of Birth: _____	Date of Birth: _____
Email: _____	Email: _____
Phone #: _____	Phone #: _____

Have you or any other occupant at this address ever had a utility account with the Town?

Yes, please state address: \_\_\_\_\_

No, please initial: \_\_\_\_\_

Who was your previous utility provider? \_\_\_\_\_

Did you leave owing a balance to this utility provider and if so, how much? \_\_\_\_\_

Name of Landlord: \_\_\_\_\_ Phone: \_\_\_\_\_

Name of relative not living with you: \_\_\_\_\_

Address of relative: \_\_\_\_\_ Phone: \_\_\_\_\_

Emergency Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

You certify that you are eighteen years of age or older, that the above information is accurate, and that you will be responsible for payment of the entire bill upon termination of service. Additionally, if the Town determines that you or any other occupant at this address owes past due balances to the Town, you/us will be responsible for payment of those balances and any associated fees. You agree in order for us to service your account or to collect any amounts you may owe, we may contact you by telephone at any telephone number associated with your account, including wireless telephone numbers, which could result in charges to you. We may also contact you by sending text messages or emails, using any email address you provide us.

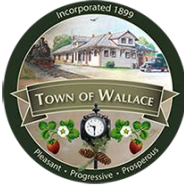
I/We have read this disclosure and agree that the Town of Wallace may contact me/us as described above.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



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# EEOC DATA COLLECTION

The following information is requested by the Federal Government in order to monitor compliance with Federal laws prohibiting discrimination against applicants. You are not required to furnish this information, but are encouraged to do so. This information will not be used in evaluating your application or to discriminate against you in any way. However, if you choose not to furnish it, we are required to note the ethnicity, race, and gender of the individual applicants on the basis of visual observation or surname.

Ethnicity	<input type="checkbox"/> Hispanic or Latino	<input type="checkbox"/> Not Hispanic or Latino
Race:		
<input type="checkbox"/>	American Indian/Alaskan	
<input type="checkbox"/>	Native Asian	
<input type="checkbox"/>	Black/African American	
<input type="checkbox"/>	Native Hawaiian/Pacific	
<input type="checkbox"/>	Islander White	
Gender	<input type="checkbox"/> Male	<input type="checkbox"/> Female