



## PENDER COUNTY UTILITIES

Post Office Box 995  
605 E. Fremont Street  
Burgaw, NC 28425

### MAPLE HILL WATER AND SEWER DISTRICT

Application/Agreement for Water/Sewer Service

#### APPLICANT INFORMATION

Name \_\_\_\_\_

Service Address \_\_\_\_\_  
Street City State Zip

Service Size Requested \_\_\_\_\_

Mailing Address \_\_\_\_\_  
Street City State Zip

Home # ( ) \_\_\_\_\_ Work # ( ) \_\_\_\_\_ Cell # ( ) \_\_\_\_\_

Social Security # \_\_\_\_\_ Driver's License # \_\_\_\_\_ State \_\_\_\_\_

*Note: Disclosure of your social security number is voluntary. We are authorized to collect this information because we are extending credit for services and it will only be used for collection of debts owed to PCU. The last four digits of your social security number will be used to verify your identity before disclosing account information in accordance with the FTC Identity Theft Prevention and Detection regulations.*

#### PROPERTY INFORMATION

Subdivision \_\_\_\_\_ Lot # \_\_\_\_\_

Check all that apply: Residential \_\_\_\_\_ Duplex \_\_\_\_\_ Multi-Family \_\_\_\_\_ # of Bedrooms \_\_\_\_\_  
Business/Commercial \_\_\_\_\_ Institutional \_\_\_\_\_ Industrial \_\_\_\_\_

Water Source: PCU \_\_\_\_\_ Private Well \_\_\_\_\_ Private Water Co. Name \_\_\_\_\_

Rental: \_\_\_\_\_ (Yes or No) Allow Billing to Tenant? Yes \_\_\_\_\_ No \_\_\_\_\_

If rental – Landlord's Name and Address \_\_\_\_\_

Date to start New Service: \_\_\_\_\_ If transfer of account: Date to Stop Service: \_\_\_\_\_

Address transferring from: \_\_\_\_\_

This application/agreement and the documents referred to in this application/agreement, specifically including the Rules and Regulations for the Maple Hill Water and Sewer District (MHWS D), under the management of Pender County Utilities (PCU), constitutes an agreement between the Customer and the Maple Hill Water and Sewer District with respect to the provision of water and/or sewer service. No party shall be responsible to the other except as set out in this application and those agreements or documents referred to in this application/agreement.

Water and/or sewer service will be subject to any and all rates, fees, rules, regulations, policies, ordinances, procedures, terms and conditions applicable to said service, and as revised by PCU with the authority granted by North Carolina General Statute, Chapter 160A, Article 16. PCU may reject any application/agreement for service when the applicant is delinquent in payment of bills incurred for service previously supplied at any location or violation of the Rules/ Regulations/Policies/Ordinances of Pender County and the State of North Carolina.

**Installation of New Service:** If this application/agreement is to establish new service for water and/or sewer, it is understood by the customer that acceptance of this application is not guaranteed until such time as the complete installation of a meter box, water meter, sewer service lateral, clean out, and other necessary components as required are established and the water meter is set and ready for use by the customer as determined during an inspection completed by the District. Installation of the water line from the meter and the sewer service line to the residence is the responsibility of the property owner in accordance with the requirements of PCU and the North Carolina Plumbing Code. Upon passing the required inspection of the lines by PCU, the account will be activated and billing will begin in the next billing cycle after notification of water meter installation and/or sewer service installation.

**Utility Billing/Collection Policy:** (Summary of policies from the Pender County Water and Sewer Ordinance)

1.1 **Payment Due Date:** Bills are due upon receipt and become delinquent 30 days after the billing date. The due date is printed on your bill. Bills must be paid by 5:00 p.m. on the 15<sup>th</sup> of the month following billing. Termination of service for non-payment will occur on the 16<sup>th</sup> of each month following billing (or next business day after the 15<sup>th</sup>), at which time a Disconnect Fee of \$25.00 will be added to your account. Water and/or sewer service terminated for non-payment will be restored only during regular business hours only after the account balance and all fees are paid in full.

(Applicant's initials \_\_\_\_\_)

1.2 **Payment Options:** You can pay your bill using cash, check, money order, or debit/credit card in person at the PCU office. You may mail a check using the envelope provided in your bill. You may also make a payment using your debit/credit card over the phone with a Customer Service Representative. The easiest and simplest way is to set up an Automatic Bank Draft so you never have to worry about forgetting a payment.

1.3 **Returned Checks and Bank Drafts:** If your check or bank draft is returned by the bank, you will be charged a Returned Check fee of \$25.00. You will need to come to the PCU office to pay the amount due plus the Returned Check Fee in cash.

1.4 **Vacant Property:** The owner of the property is responsible for all charges unless a tenant has been authorized by the property owner to be billed for service.

**Customer Agreement:**

By my signature below, I hereby request water and/or sewer service from the Maple Hill Water and Sewer District. I understand that in order to receive sewer service, I must also accept and receive water service from MHWSO. 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 provide written notice to the District when the property is sold. I agree to guarantee proper protection for the District's property at this service location and shall permit

access to it only by authorized representatives of the District. I have been provided, read, and understand the information provided in the District'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 Maple Hill Water and Sewer District reserves unto itself, the right to refuse or discontinue service and remove and District property from the premises if a violation of the District's Rules and Regulations occurs. The District 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 District. In the event of any loss or damage to the property of the District, or any accident or injury to persons or property is caused by or results from negligence or a wrongful act of the applicant, his/her agent(s), or employees, the cost of the necessary repair(s) or replacement(s), plus any cost of any part and materials along with a service fee on no less than \$25.00, will be paid by the customer to the District; and any liability otherwise resulting, will be assumed by the applicant.

**\*\* NOTE: Applications signed outside the Utility Office must be Notarized. \*\***

\_\_\_\_\_  
Applicant's Signature

\_\_\_\_\_  
District Representative

\_\_\_\_\_  
Print Applicant's Name

\_\_\_\_\_  
Date of Application/Agreement

\_\_\_\_\_  
Notary Signature and Seal

\_\_\_\_\_  
Date of expiration of Commission

**OFFICE USE ONLY**

Inspection/Transfer/Deposit (Circle all that apply)

Customer # \_\_\_\_\_

Account # \_\_\_\_\_

Permit # \_\_\_\_\_

Parcel ID # \_\_\_\_\_

Water Tap Fee \$ \_\_\_\_\_

Sewer Tap Fee \$ \_\_\_\_\_

Transfer Fee \$ \_\_\_\_\_

Meter Only Fee \$ \_\_\_\_\_

Inspection Fee \$ \_\_\_\_\_

Hydrant Meter Deposit \$ \_\_\_\_\_