

REQUEST FOR SERVICE

- (1). Original Application for Service: Any customer requesting service must complete a utility application. The customer will sign the application and provide the following: Driver's license or Photo I.D., Social Security number (or Federal Tax ID number for a business account) deed/settlement statement, lease agreement, or written authorization from landlord.
- (2). Joint Application: The City recognizes a joint application for utility service which allows credit to be established for both husband and wife. A separate application is required; if more than one connection is requested.
- (3). Time Of Application: The City will strive to meet customers' needs for connection of service. Normal connection will be made the same day as the request if submitted by 12:00 p.m.
- (4). Short-Term Services (Clean Up or Show): There is a charge for this service. See fee schedule attachment.
- (5). Application Fee: The customer shall pay a **NON-REFUNDABLE** application fee to begin utility service. See fee schedule attachment.
- (6). Prior Debts: The City of Southport may not provide utility service to an applicant who is indebted to the City for service previously furnished until all indebtedness has been satisfied.
- (7). Customer Deposits: The customer shall pay a deposit to begin utility service. Deposits are based on information obtained from credit reports through Experian. See fee schedule attachment.
- (8). Customers Exempt from Paying Deposit: In lieu of deposit for *residential* customers, the City of Southport will accept a current **LETTER OF CREDIT** from the customers previous utility company provided it shows the customer has a "good" 12 month history. This letter of credit can be mailed to the City of Southport or faxed to (910) 457-7905. If no letter of credit is available, a **CREDIT CHECK** will be conducted to determine the amount required for deposit.
- (9). Commercial Customer Applicants will be reviewed on a case-by-case basis.
- (10). Good Credit History: Is defined as no late fees, delinquent charges, extensions, bad checks, or involuntary disconnections.
- (11). Future Deposits: Any customer whose service is involuntarily terminated for either non-payment, meter tampering, or other reasons may be required to pay an additional cash deposit prior to reconnecting service.
- (12). Refunding of Deposits: Deposits will be refunded promptly to the customer when service is voluntarily discontinued. The deposit will be applied to the customer's outstanding balance on the final bill. Any remaining deposit will automatically be refunded to the customer. The deposit will not be refunded if the customer has another account with a past due balance. Any remaining credit on the account will be transferred to the other account(s).

(13). The customer may request their deposit be refunded after 2 years of service with a good credit history. (See Good Credit History above).