

REQUEST FOR UTILITY 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) 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.
- (3) Application Fee: The customer shall pay a NON-REFUNDABLE application fee to begin utility service. See fee schedule.
- (4) 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.
- (5) Residential Deposits: Residential customers may be required to pay a deposit to begin utility service. Deposits are based on information obtained from credit reports through Experian. See fee schedule.
- (6) Commercial Deposits: Commercial account deposits are reviewed on a case-by-case basis and are generally 2 times the average bill amount or 2 times the base amount, whichever is greater.
- (7) Good Credit History: Is defined as no late payments, delinquent charges, extension, bad checks or involuntary disconnections.
- (8) 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.
- (9) 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).
- (10) The customer may request their deposit be refunded after 2 years of service with a good credit history. (See Good Credit History above).