



TOWN OF KENLY

APPLICATION FOR UTILITY SERVICE

FOR OFFICE USE ONLY				
Account #		Closing Date/Beginning Lease Date: (Documentation Required)		
Meter Size	Dwelling Units	Deposit:	Location Services:	<input type="checkbox"/> Water, Sewer & Trash
		Service fees:		<input type="checkbox"/> Water & Sewer
WO#		Total Amount:		<input type="checkbox"/> Water Only

Service Request (check one): **START** **STOP** **TRANSFER**

Applicant: Property Owner Tenant Management Company

Name: _____
 (Last, First, MI OR Business Name)
 C/O or Person of Contact _____

Social Security Number or Tax ID Number: _____

Previous Address: _____ Date of Disconnect: _____
 (If transferring service to new location or canceling service)

Service Address: _____ City, Zip code _____
 (Street Address)

Mailing Address: _____ City, Zip code _____
 (If different than Service Address)

Telephone Number: _____ Alternate Phone Number: _____

Email Address: _____

By providing your email address, you agree to receive email communications from the Town of Kenly.

In consideration for receiving water, sewer and/or trash service from the Town of Kenly, North Carolina, at the above location, I hereby acknowledge responsibility for payment of service billings. Accounts are billed on a monthly basis and payment by the indicated due date is required to prevent interruption of service. I am responsible for water/sewer and/or trash service until the account is closed.

In consideration for having water service initiated/restored at the above address, I agree to ensure that all water service facilities (sink and tub faucets/inside and outside, toilets, etc.) are turned off; or that someone will be on the property to check for leakages. We recommend that you turn off your private cut off valve, if applicable. **Once the application is processed; it may take up to 2 working days to restore water service.**

I have read and agree to the terms and conditions. I further understand that applications will not be processed without appropriate identification, documentation and payment.

Signature: _____ Date: _____

Mailing Address: P.O. Box 519 Kenly, NC 27542
 Physical Location: 207 W. Second St. Kenly, NC
 Phone: (919) 284-2116 / Fax: (919) 284-5229

Terms & Conditions

These terms and conditions are provided for your benefit to communicate Town of Kenly Utility Services policies regarding billing procedures, payment terms and fees. By requesting services, you agree to all of the conditions listed in this document.

Deposit: Town of Kenly requires a deposit on a rental/lease account, including commercial accounts. Deposits are \$250 for residential accounts and range from \$250.00-\$1,000.00 for commercial accounts

When service is terminated, the deposit on the account will be applied towards any outstanding balance. If there is no balance due or a credit remains, a refund check will be mailed to the forwarding address provided after the final billing has occurred.

Billing Cycle: Bills are issued on a monthly basis. Bills are sent out on the 25th and bills are due by the 10th of the following month.

Payment Terms: Payments are due within 20 days of the bill date. Failure to receive a bill does not exempt penalties or disconnection for non-payment. We are not responsible for late remittances made through the mail service.

Late Penalty: A late penalty of 10% will be added to your current bill amount, if bill is not paid by 5:00 p.m. on the 10th.

Administrative Processing Fee: Any account not paid in full within 9 days of the original due date will be charged a \$50.00 administrative processing fee.

Disconnect Policy: All accounts billed an administrative processing fee will be subject for disconnection. Service will be reconnected after the delinquent balance and fees are paid in full.

Returned Payments: Returned payments will be charged a \$35.00 fee. Unpaid returned payments will be subject to disconnection. Checks will no longer be accepted on accounts having three returned payments. Payments will be required in the form of cash, money order, or debit/credit cards.

Terminate Service: Only an accountholder listed on an account can terminate service. Verification of personal identifying information will be required. Service will be disconnected the next working day or at a later specified date, excluding weekends and holidays.

A final reading will be taken on requested termination date and a final bill or deposit refund check will be mailed to the forwarding address provided.

Reinstated Service: Accounts with outstanding balances will be required to pay the entire balance before new service can be established; along with any deposits required and/or service fees.

Tampering Policy: In the event a meter or service equipment has been tampered with or unauthorized usage has occurred, service will be disconnected immediately. A Tampering Fee of \$250 will be due before service can be restored.

Water Leaks Policy: If a water leak is found on the customer's side of the meter, it is the customer's responsibility to have the leak repaired immediately. The Town of Kenly has the right to turn the water off until the customer can have the leak repaired. Water should be turned off when not in use until repair is complete. A leak adjustment *may be granted after* evidence and confirmation of repairs are made. Residents are given one adjustment per year.

Payment Options:

Online: <https://logicsolbp.com/townofkenly/login.aspx> ACH
Bank Draft

Mail to address listed on bill

Office Drop Box 24/7 (do not use for delinquent payments)

In-person at our office during regular business hours

For more information on User Rates and Schedules please visit our website: www.townofkenly.com

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