



Listed below is some information for water and sewer service applicants. Please review this information carefully and keep this for your files.

1. If you are not the owner of the property, a \$200.00 deposit is required before services can be connected. The Town also requires a copy of any rental/lease agreement between tenants and landlords. If there is not a rental/lease agreement then a Tenant Authorization Form must be completed by the landlord.
2. The Town requires a copy of a photo ID for all water and sewer applicants.
3. A \$25 initiation fee is charged for all water and sewer applicants.
4. The Town requires a copy of a deed or closing statement for homeowners as proof of ownership before services can be connected.
5. We accept cash, check, debit cards, and credit cards. You can also sign up for automatic draft. You can pay your bill by phone by calling 1-866-276-7767 or online by going to www.norwoodgov.com. There is a \$2.50 convenience fee to pay by phone or online. There is no fee to use your credit or debit card in the town hall.
6. Town Hall is open Monday, Tuesday, Thursday, and Friday from 9:00 AM to 5:00 PM. We are closed on Wednesdays. We have an after-hours drop box located at the end of the drive-thru window. Payments dropped in after 5:00 PM are credited to the next business day and may be subject to that day's fees, if any.
7. There is a \$200 meter tampering fee for anyone tampering with the town's water meter (turning service on illegally, cutting locks, etc.). These meters are property of the Town of Norwood and may only be turned off or on by town personnel. If you need to turn your water off or on, you must install your own cutoff valve at your own expense.
8. All utility bills are due on the 10th of the month. Please watch your bill for the exact due date. Any balance left on the account after 5 p.m. on the due date will incur a 10% late fee.
9. If you have a previous amount due, that amount must be paid by 5:00 PM on the 3rd of the month. Please watch your bill for the exact due date. If your previous amount is not received by 5:00 PM on the due date, you will be assessed a \$60.00 delinquent fee and subject to disconnection for non-payment. In order to have services reconnected, you will have to pay your entire bill in full, including the delinquent fee. Even if you are disconnected, you will still be considered an active customer and will continue to receive a minimum bill until the Town is notified in writing that you wish to have services disconnected.
10. In order to disconnect your services, you must complete and submit an Authorization to Disconnect Water/Sewer Service form. These forms are available online and at the Norwood Town Hall. **We will not disconnect your services over the phone.** If necessary, we can fax, mail, and email the disconnect form to you. However, we must receive the completed form back (either by mail, fax, or email).
11. There may be times when bills are not received by the customer (lost in the mail, etc). **You are still responsible for paying your utility bill by the due date, even if you do not receive a bill.** If you do not receive a bill, please call us so that we can verify your mailing address and let you know what you owe, and the date your payment is due.



The Gateway to Lake Tillery

212 South Main Street | PO Box 697 | Norwood, NC 28128
P: (704) 474-3416 F: (704) 474-3201 townofnorwood@norwoodgov.com

Application for Water/Sewer Utility Services

Applicant Name: _____ Date: _____

Service Address: _____

Mailing Address: _____

Date to Begin Service: _____ Phone #: _____

Email: _____

DL License #: _____ SSN/Federal ID #: _____

- Are you a: [] Tenant (Provide Rental/Lease Agreement or Tenant Authorization Form)
[] Owner (Provide Closing Statement/Deed)
[] Contractor/Builder

Disclosure of your Social Security/Federal ID number is voluntary, however, election not to provide a valid social security number will subject the customer to a higher deposit. Your Social Security/Federal ID number may be used for the collection of utility debt and be shared with the NC Debt Setoff Program and/or third-party collector. The information provided on this application may be used for the collection of delinquent utility debt(s) owed to the Town of Norwood through any means provided by NC State Statues.

Signature

Date

OFFICE USE ONLY
Account Number: _____ Postal Route: _____
Begin Date: _____ Initial Reading: _____
Service Initiation Fee Charged: [] Deposit Required: [] Yes [] No
Town Limits: [] Inside [] Outside GBG Can: [] Yes [] No
Draft Payment: [] Yes [] No Scanned: [] Rave: []