



PO Box 787, 8590 Park Dr., Mt. Pleasant, NC 28124
704-436-9800
Email: townhall@mtpleasantnc.us

Please complete the following application for water/sewer services and return to Town Hall at 8590 Park Drive.

You will need to bring the following **required documents**:

1. Completed application
2. Signed contract
3. Driver's license (or other legal, government issued ID)
4. Copy of Lease if renting **or** of contract/closing documents if purchasing
5. Deposit/Application fees \$150 (credit/debit card, check, cash, or money order) - **Please note that the deposit will increase to \$150 + \$25 application fee for a total of \$175 effective January 1, 2026.**

Once we receive the completed application, non-refundable application fee of \$25, and a deposit of \$125 (*Deposit of \$175 required if social security number not provided for credit check*), water/sewer services will be turned on.

If you have any further questions, please call our office at (704) 436-9800.

Thank you,

Town of Mount Pleasant

Water & Sewer Application

PO Box 787 8590 Park Dr.
Mt. Pleasant, NC 28124
704-436-9800
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Date: _____

Applicant's Name: _____ **Date Service to Start:** _____

Social Security Number _____ - _____ - _____ Driver's License Number: _____ State: _____

Copy of Driver's License or Government Issued Photo ID required!

The Social Security number is privileged and confidential and will be used solely for credit checks and debt collection purposes if necessary. G.S. 105A-3c

Service Address: _____ City: _____ State: _____ Zip: _____

Address to Send Bill: _____ City: _____ State: _____ Zip: _____

Previous Address: _____ City: _____ State: _____ Zip: _____

Home Phone: _____ Cell Phone: _____

Email Address: _____

Employer: _____ Phone: _____

Co-Applicant's Name (*spouse or roommate*): _____

Cell Phone: _____ Email Address: _____

Social Security Number _____ - _____ - _____ Driver's License Number: _____ State: _____

Do you ☐ Own? **Copy of Deed or Purchase Contract Required**

☐ Rent? **Copy of Lease Required** *Management Company/ Landlord's Name:* _____

☐ **We now offer payment by Automatic Bank Draft** *Check box and we will mail you information to sign up.*

The Federal Government requires us to collect the following demographic information:

I do not wish to furnish this information.

Please READ and SIGN the back of this application.

FOR OFFICE USE

Customer Location Number: _____ Beginning Meter Reading: _____

Deposit Amount and Date: _____ Application Fee: _____
Circle one – Check, Cash, or Credit Card

Work Order Processed: _____ New Account Entered: _____ Deposit Entered: _____

Email Bill Form: _____ Auto Draft Form: _____

Water/Sewer Service Application

The Town of Mount Pleasant will make all reasonable efforts to provide continuous and uninterrupted water/sewer service, but cannot be liable for loss or damage (direct, consequential or otherwise) caused by any failure to supply water/sewer, or by an interruption, or by a connection, either initial or subsequent connection.

The rights and responsibilities of the Town of Mount Pleasant and the customer regarding water/sewer service include those set out in the Town of Mount Pleasant's Fees & Charges Schedule and Customer Service Policy (a copy of which is available upon request or may be viewed on the Town's website). Those policies in effect for the date of this Application may be updated or changed from time-to-time by the Town of Mount Pleasant. (However, the terms and provisions of the Fees & Charges Schedule and Customer Service Policy, as they might change, are incorporated in the Application.)

This Application and the documents referred to in this Application, specifically including the Town of Mount Pleasant's Fees and Charges Schedule and Customer Service Policy, constitute the entire agreement between the Customer and the Town of Mount Pleasant with respect to the provision of water/sewer service by the Town. Neither party shall be responsible to the other except as specifically set out in this Application and in those agreements or documents referred to in this Application.

Although the Town of Mount Pleasant and its customers may not always exercise the rights specified in these policies or available to them by law, that does not prevent the Town of Mount Pleasant or the customer from exercising those rights at a later time. Providing Social Security numbers is optional and is only used for debt collection purposes only.

The applicant understands that the Town of Mount Pleasant must take actions and expend funds to comply with this request for service. By signing this Application, the applicant signifies that he/she has the authority to request water/sewer service, both permanent and temporary to the premises identified in this application. By signing this Application, the applicant requests permanent water/sewer service, to be preceded by temporary service if needed, for the location identified. Customer's failure to pay will entitle the Town of Mount Pleasant to recourse against any deposit and reimbursement of costs (including reasonable attorney fees) incurred by the Town in collection of any unpaid accounts.

Water/sewer service will be subject to any and all rates, rules, regulations, policies, procedures, terms and conditions applicable to the service, and as revised by the Town of Mount Pleasant with the authority given it by North Carolina General Statute Chapter 160A, Article 16.

Upon acceptance of this Application by an authorized representative of the Town of Mount Pleasant, this application becomes a contract between the Town of Mount Pleasant and the applicant, enforceable as provided by North Carolina law.

You will receive a monthly water/sewer bill on or around the first of every month. The bill is payable in full on the 20th of the month. If not paid in full on or before the 20th, a \$10.00 late penalty will be added. If not paid by the 5th of the following month, service will be discontinued without further notice. If service is discontinued, a \$40.00 service charge will be added to the current account balance. Current balance, Service Charge, and late fees will have to be paid before service will be re-connected. I understand that tampering with the water and sewer system and/or receiving service without paying for it is a crime. The individual(s) signing this application is personally responsible for all payments of services and fees assessed to the service address. Applications submitted for service by a corporation will not be accepted without a personal guarantee of payment, and complete information, from a qualified individual representing the organization. **At end of service, refunds will be issued for this deposit less any outstanding account balance, if more than \$5.00. No refunds will be issued for less than \$5.00.**

I understand that the Town of Mount Pleasant has the right to furnish utility services only to persons in good standing with the Town. The Town may not furnish service to an applicant, or any member of the applicant's household, until all indebtedness has been satisfied. I understand that the Town of Mount Pleasant reserves the right to turn over delinquent accounts to a collection agency and that any charges associated with collection may be added to my account. I also understand that my deposit is a non-interest bearing account.

The Town is only responsible for mailing/emailing the water bill. If a customer does not receive a bill, it is the customer's responsibility to pay the bill within the specified time period.

Applicants Signature: _____ Date: _____

Co Applicants Signature: _____ Date: _____