



The following list of steps are required for utility service:

To establish service at a residence that already has service connected

(leasing a residence or purchasing a residence)

- ✓ Complete a utility application
- ✓ Provide a copy of your license
- ✓ Provide the lease agreement, deed, or closing disclosure of the property
- ✓ *Optional: Provide a completed bank draft form and a voided check
 - We will then pull credit which will determine if a deposit is required

*Commercial properties will be required to pay a deposit in place of having credit pulled (see commercial deposits below)

When selling or moving from a property:

1. Please complete a "Change of service form"
2. Drop off, mail, fax, or email form.

Mailing & Physical Address:

1029 N Howe St
Southport, NC 28461

Fax: 910-457-7905

Email: utilities@cityofsouthport.com

- (1) 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 1:00 p.m. (This is if service has been disconnected prior to application)
- (2) Application Fee: The customer shall pay a NON-REFUNDABLE application fee of \$35 to begin utility service. See fee schedule. (*Application fee can be waived with bank draft at time of set up*)
- (3) 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.
- (4) 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.
- (5) 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.
- (6) Good Credit History: Is defined as no late payments, delinquent charges, extension, bad checks or involuntary disconnections for 2 years.
- (7) 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.
- (8) 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).
- (9) The customer may request their deposit be refunded after 2 years of service with a good credit history.
- (10) If an account is turned off and then reconnected in the same name (or immediate family member's name) within 11 months, the base rate for each month plus reconnection fee will be charged.