

## Residential Utility Service Checklist

**All documents are required before an account can be established and may be returned to the City of Gastonia Customer Service Division as follows:**

- Faxed to 704-869-1055
- Mailed to City of Gastonia Customer Service, PO Box 1748, Gastonia, NC 28053
- Delivered in person to the Customer Service Division located on the first floor of Gastonia City Hall, 181 S. South St, Gastonia NC 28052.

**Please do not send cash. If you have questions or need additional information, please call our office at 704-866-6714 or contact us via e-mail at [billing@cityofgastonia.com](mailto:billing@cityofgastonia.com).**

### Utility Service Customers

- Completed City of Gastonia/Two Rivers Utilities application. Please allow at least 2 business days before service is needed.
- Valid U.S. government issued Photo ID (driver's license, identification card, military ID or passport) or completed Identity Verification Form.
- Deposit - The deposit may be waived with a no risk credit rating from Online Utility Exchange. However, if you are required to pay a deposit, it may be necessary to provide additional documentation, such as a signed lease agreement or purchase contract, to establish occupancy at the requested service location address. Deposit amounts vary, depending on services offered at the location, and are outlined as follows:

Customer Credit Rating	Electric	Water	Sewer	Total
No Risk	0.00	0.00	0.00	0.00
Minimal Risk	140.00	30.00	30.00	200.00
Substantial Risk	200.00	50.00	50.00	300.00

Deposit amounts may be higher for service locations outside the City limits of Gastonia or where services have been previously disconnected for non-payment.

**\*\*\* Please remember, when applying for service, to provide a correct daytime phone number where you may be reached in case there are any issues setting up your utility account.**

**PLEASE NOTE THAT ALL CITY OF GASTONIA ACCOUNTS MUST BE CURRENT  
BEFORE NEW SERVICE CAN BE ESTABLISHED**



# Residential Utility Service Application



## Customer Information

**Full Name:** \_\_\_\_\_  
*Last* *First* *M.I.*

**Service Address:** \_\_\_\_\_  
(to connect) *Street Address* *Apartment/Unit #*  
\_\_\_\_\_  
*City* *State* *ZIP Code*

**Mailing Address** \_\_\_\_\_  
(if different) *Street Address or PO Box* *#* *Apartment/Unit*  
\_\_\_\_\_  
*City* *State* *ZIP Code*

**Daytime Phone Number:** \_\_\_\_\_ **Cell Phone:** \_\_\_\_\_ **Date of Birth** \_\_\_\_\_

**Email Address:** \_\_\_\_\_ **Social Security Number:** \_\_\_\_\_

**Driver's License or ID Number:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Employer:** \_\_\_\_\_

## Service Information

**Have you ever had service with us before?** \_\_\_\_\_ **If so, where and when?** \_\_\_\_\_

**Other Occupants at Above Service Location Address:** \_\_\_\_\_  
(over age 18)

**Date services to be connected at above Service Location Address:** \_\_\_\_\_

### Notice

Online Utility Exchange provides City of Gastonia credit and past utility information to determine the amount of the deposit required. Deposit amount depends on information furnished by Online Utility Exchange and can be waived if Online Utility Exchange qualifies the rating. If a deposit is required, this amount must be paid in full before utility service is supplied to the location and proof of ownership or a copy of your lease must also be provided.

The City of Gastonia requests that you voluntarily provide your social security number as a part of your application for utility service. The City may use your social security number to check credit worthiness for purposes of establishing the amount of required deposit or determining if you qualify for additional services such as payment arrangements. It may be released to the State of North Carolina for use in the Debt Setoff program or other governmental agencies or their agents. It may also be released to private debt collection agencies.

If you decide not to provide your social security number as part of your application, you will still be provided utility services; however, you will be required to apply in person at 181 S. South Street, Gastonia, NC by presenting U.S. government issued picture identification, or completed Identity Verification Form, and a lease agreement or proof of ownership. You may also be required to pay a deposit. In addition, if you do not provide your social security number as part of your application, certain services provided as a courtesy by the City of Gastonia may not be available to you.

I hereby make application for utility services with the City of Gastonia/Two Rivers Utilities at the service location indicated above and certify that the information provided is true and correct to the best of my knowledge. In requesting utility service, I accept full responsibility for any charges, fees, penalties or other obligations incurred by this account. I also agree to abide by all present and future rules and regulations of the City of Gastonia that may apply to my utility service.

**Applicant's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

### **Returning your Application:**

Please return your application via facsimile at 704-869-1055, through US Mail to City of Gastonia, PO Box 1748, Gastonia NC 28053 or in person at our Customer Service Division located on the first floor of Gastonia City Hall, 181 S. South St, Gastonia NC 28052. We do not recommend returning this form via email due to the sensitive nature of this information and the lack of a secure communication method. If you have questions or need additional information, please call our office at 704-866-6714 or by e-mail at [billing@cityofgastonia.com](mailto:billing@cityofgastonia.com).