

## Utility Billing Setup and New Tap/Connection Process

### Verification

- ❖ All sites must be verified for access to existing water and sewer lines
- ❖ Contact Planning at 704.920.4350 to request a verification
  - Property address or PIN number is required
  - Provide a contact name and phone number and/or email
- ❖ Engineering will provide information to contact within 3 working business days

### Permit and Payment

- ❖ Planning is located on the 3<sup>rd</sup> floor at City Hall, 401 Laureate Way, Kannapolis, NC
- ❖ Zoning Permit, Driveway Permit and Water/Sewer fees are all taken at permitting
- ❖ A zoning permit must be issued before utility applications or fees can be submitted for application
- ❖ Water And Sewer Authority System Development fee will be collected by the County

## 60 days from Application and Payment

### Utility Billing Application

- ❖ A completed application and a copy of driver's license (if required) is submitted to Planning
- ❖ Planning sends payment and application to Customer Service
- ❖ Blue/Green flags will be given for marking

### Customer Service Billing Process

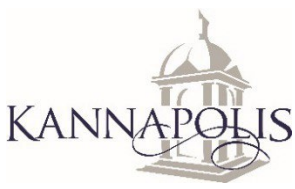
- ❖ Customer Service enters service request and enters billing information

### Water Resources

- ❖ Service request is scheduled and distributed to work crews
- ❖ A courtesy call by Water Resources will be made approximately 2 weeks before installation
  - The preferred tap location must be flagged after the final grade is complete, **please email address and picture of flagged location to [Water@kannapolisnc.gov](mailto:Water@kannapolisnc.gov)**
- ❖ For all tap installation questions or concerns contact Water Resources at [Water@Kannapolisnc.gov](mailto:Water@Kannapolisnc.gov)

### Setting Meter

- ❖ Customer is responsible for the plumbing line from building to the meter and calls for final inspection
- ❖ County sends passed plumbing final inspections to City and a request to set meter is entered
- ❖ For taps set by developer, after passed plumbing final inspections are received, contact Customer Service to setup a service request for setting meter
- ❖ The meter installation crew will assess any damage to meter box and clean out before setting the meter
  - The top of the yoke bar shall be no lower than 14 inches from the lid
  - Any damage to the meter box or cleanout must be repaired before meter can be set



# Utility Connection Application (Residential Property Owner)

Address Requiring Utility Service \_\_\_\_\_

Parcel Identification Number \_\_\_\_\_

Service requested: Water Tap \_\_\_\_\_ Water Connection \_\_\_\_\_

Sewer Tap \_\_\_\_\_ Sewer Connection \_\_\_\_\_

Applicant Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ MI: \_\_\_\_\_

Mailing Address \_\_\_\_\_  
Street Address City State Zip Code

Home Phone Number: \_\_\_\_\_ Cell Phone Number: \_\_\_\_\_

Email Address \_\_\_\_\_

Driver's License: State: \_\_\_\_\_ Number: \_\_\_\_\_ Social Security Number \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

(A copy of driver's license or other valid government issued form of identification is required)

I, the undersigned certify that the information in the foregoing application is accurate and true to the best of my knowledge and belief. I acknowledge my responsibility for any and all charges, fees and the like associated with the account, including returned check charges, and agree to notify the Customer Service Center of any changes regarding the account within ten (10) days of the change. If I provided a telephone number, I am giving you prior consent to call that number. I am aware that such calls may result in charges to my wireless phone account.

\_\_\_\_\_  
Applicant's Signature \_\_\_\_\_  
Date

- Water and Sewer Authority System Development fee paid to the County
- County Trade Permit and Inspection is required prior to setting a new meter
- Irrigation meters require a backflow device that must be installed prior to setting a new meter

### For Office Use Only

#### Billing and Collections

Date Received: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ By \_\_\_\_\_

Date Work Order Entered For:

Sewer Tap \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Water Tap \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Irrigation Tap \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Set Meter** \_\_\_\_ / \_\_\_\_ / \_\_\_\_