



**CITY OF HAVELOCK
CUSTOMER SERVICE**
PHOTO IDENTIFICATION IS REQUIRED

New Account Checklist

- Read the billing procedures
- Read the trash and recycling brochure
- A \$29.25 activation fee is required and is non-refundable
- Complete the application and return to the cashier
- Show your photo id to the cashier
- Is your mailing address different than your property address?
- Have your Utility & Credit History checked to determine your deposit.

<u>Rating</u>	<u>Risk</u>	<u>Payment History</u>	<u>Deposit Required</u>
Green Light	Low	Excellent	None
Yellow Light	Medium	Fair or no history	\$150
Red Light	High	Poor	\$300

Deposits can be waived with a sponsor. See the sponsor application for more details. Sponsor must commit to a term of a minimum of 36 months and reserves the right to terminate sponsorship after this period. If service is disconnected, sponsor also reserves the right to terminate the account.

If your account is in good standing after 3 years, (36 months of consecutive on time payments), your deposit will be credited to your account. If your account is terminated, your deposit will be applied to your account and after final billing, any credit will be refunded.

It could take up to 6 weeks before you receive your first bill. If you do not receive a bill within that time frame, please call us to find out the delay.

PLEASE NOTE ****A trash cart will be ordered and delivered to you; (unless a dumpster is on site) after your fees are paid and your account activated. If you have not received a trash cart after 10 business days, please contact the Public Services Dept. at 444-6409 to check the status. If needed, leave a message for Melinda. **Until your cart is delivered, put bagged trash out curbside no earlier than 7 p.m. the night prior to your scheduled day. NO STICKERS REQUIRED.**

This institution is an equal opportunity provider and employer.