



New Service Checklist

ALL DOCUMENTS ARE REQUIRED before account can be established and may be faxed to 910-332-6352, uploaded to www.cfpuia.org via the Contact Us button, or mailed to **Customer Service, 235 Government Center Drive, Wilmington, NC 28403** along with a check or money order. (DO NOT SEND CASH).

TENANT

IF APPLYING FOR SERVICE IN PERSON, PLEASE BRING A PRINTED COPY OF ALL REQUIRED DOCUMENTS.

- CFPUA Tenant Application** (May be completed by tenant, parent of the tenant or guarantor for tenant as long as they are a signee on the lease or rental agreement)
- Transfer of Responsibility for Account Charges** (Form may already be on file, check with your landlord or a CFPUA Customer Service Representative)
- Copy of Signed Lease** (Parents of tenant, guarantors of tenant accepting responsibility of the CFPUA account must be a signee on the lease or rental agreement)
- Photo ID of CFPUA Applicants**
- New Service Charge - \$55 (non-refundable)**
- City of Wilmington Trash Customers- \$25 activation fee**
- Deposit - \$200 (waived with proof of satisfactory credit)** ** The credit history of a parent of the tenant or the guarantor for the tenant can be used as long as they are listed on the lease or rental agreement and have completed a CFPUA Tenant Application for service.
 - **Prior or current CFPUA account** showing up to 12 months history with no more than 1 past due payments, no return checks and no delinquent disconnects.
 - **Prior Utility Service** – gas, electric, water/sewer only – History of account on company letterhead showing past 12 month history with no more than 1 past due payment, no return checks and no delinquent disconnects
 - **Credit Report***– showing a score of **700** or higher. **First and last name** must be on report.
- **\$50 Deposit Reduction** by providing a copy of your Social Security card.

*Credit reports can be obtained online. There are several sites that offer this information free of charge.

ALL CFPUA ACCOUNTS MUST BE CURRENT BEFORE SERVICE CAN BE SET UP

PROPERTY OWNER

IF APPLYING FOR SERVICE IN PERSON, PLEASE BRING A PRINTED COPY OF ALL REQUIRED DOCUMENTS.

To establish CFPUA service, the following documentation is required.

- CFPUA Property Owner Application**
- Photo ID of Property Owner(s)**
- New Service Charge - \$55 (non-refundable)**
- City of Wilmington Trash Customers- \$25 activation fee**

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235 Government Center Drive, Wilmington, NC 28403

Ph #: 910-332-6550 Fax #: 910-332-6352 www.cfpuia.org