



NEW UTILITY ACCOUNTS Q&A

How to open account?

You can print service application found on website, fill in and bring application to the City's Utility Department located at 25440 W. Newberry Rd.

What do I need to bring to start services?

- Picture ID (Driver's License),
- Social Security
- Proof of ownership or residence – (1) Lease Agreement, if tenant, or (2) Warranty Deed or Property Tax Information, if owner.
- Certificate of Occupancy, if new construction.
- 911 address for location you wish to have connected.
- Commercial Applicants should be the Local Business Tax Receipt provided by the City of Newberry's Building Department.

What is the initial cost to start services?

1. Activation Fee of \$45 for each location account. This fee includes a credit check to determine if a security deposit is required, hook up and account setup. *This fee is non-refundable.*
2. Security Deposits: If security deposit is required...

- ***Residential Customer Initial Deposits:***

- a. *Electric, Water & Sewer:* \$0 to \$400
- b. *Water & Sewer:* \$0 to \$100

Note: The City reserves the right to review existing deposits and payment status on any customer at any given time and adjust those deposits to reflect an adequate security deposit.

- ***Commercial Customer Initial Deposit:***

- Based on **2 times the highest month's service usage** for the service address and the business type involved with the **minimum** deposit being **\$400**.
- Letter of Credit
- Surety Bond

- ***Financial Institution, Realtors, Property Management and Landlords:*** \$200 flat rate

- **Commercial Contractors:** A contractor who has established a timely payment history with City shall be exempt.

How can I pay these initial charges?

Payment is due immediately. These initial charges can be paid by cash, money and check only.

How long will it take to connect utility services after application?

Applications for new or transferred services should be made not less than one business day prior to desire date of connection. If service is requested for same day an additional \$25 will be charged during regular hours or \$75 after hours.

When do I get my Residential Deposit back?

- When you final account the deposit is applied to their final bill,
- After **twenty-four consecutive months** of maintaining a **timely payment record** (meaning payment of bill on or before the fifteenth day of the month and allowing only one late payment during that period as long it was paid by the 20th of the month) deposit will be applied to the current bill;

Note: Commercial Customers does get the deposit refunded until account is closed.