

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 3rd 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

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
 - At this time, the flags must be placed marking the preferred tap location
 - The tap installation will be made regardless of grade
- ❖ For all tap installation questions or concerns contact Curtis Plyler, Crew Supervisor for Water Resources, at 704.920.4245 or cplyler@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: _____

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 have supplied you with 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

- A Cabarrus County or Rowan County Construction Standards Trade 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

Planning

Date sent to Customer Service: ____/____/____ Verified from Engineering: ____/____/____

Attached Receipt included payment for: Water Tap Water Connection Sewer Tap Sewer Connection

Work Order required to Set Tap: Yes for Water Sewer Irrigation Only

Meter Ready to Set: Yes No

Notes: _____

Billing and Collections

Date Received: ____/____/____ By: _____

Date Work Order Entered For:

Sewer Tap ____/____/____ Water Tap ____/____/____ Irrigation Tap ____/____/____

Set Meter ____/____/____

Notes: _____