

Please complete and submit the following information to be added or removed from a City of Gastonia Utility Account as a Co-Applicant. Please allow at least two (2) business days for processing.

Requirements:

- Completed City of Gastonia/Two Rivers Utilities Co-Applicant Form – with information about co-applicant, primary account holder, and service location address.
- Identification – Clear photo or image of a valid U.S. issued photo identification or completed Identity Verification Form, found on the City’s website under the Utility Customer Service tab, required for all applicants.
- Proof of Legal Occupancy – To request removal from an account, you must provide proof of legal occupancy at another address or proof from the current property owner/manager that you no longer reside at the address for the account.
- Contact Phone Number - Please provide a valid daytime phone number where you may be reached in case there are questions or issues that need to be addressed prior to establishing your service.

Submitting your application:

Your completed application, along with attachments, can be submitted as follows:

- For convenience and security, the preferred method is to submit your application and attachments electronically through our secure encrypted application.
- Printed forms may be mailed to City of Gastonia Customer Service, PO Box 1748, Gastonia, NC 28053 or;
- Delivered in person to the Customer Service Division located on the first floor of the Garland Business Center, 150 S. York Street, Gastonia NC 28052.

Please note that we do not recommend returning the information to us via email or facsimile (FAX) due to the sensitivity of identifying personal information included.

If you have questions or need additional information, please call our office during normal office hours at 704-866-6714 or contact us via e-mail at billing@cityofgastonia.com.



Residential Utility Service Co-Applicant Form



Date of Application		Purpose	New Co-Applicant <input type="checkbox"/> (Complete Sections I & II)	Removal from Account <input type="checkbox"/> (Complete Sections I & III)
----------------------------	--	----------------	---	--

All customers should complete applicable sections below and identity verification information on page 2.

Section I - Account & Service Location Information

Primary Applicant's Name on Account		New Account?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
		If No enter 8-digit account number:		
Street Address	Apt/Unit #	City	State	Zip

Section II - New Co-Applicant Information

Valid Picture ID is required to complete the application process

Last Name	First Name	MI	Home/Cell Phone	Email Address

Have you ever had service with us before? _____ If so, where and when? _____

Notice

Online Utility Exchange provides City of Gastonia credit and past utility information to determine the amount of the deposit required. Deposit amount depends on information furnished by Online Utility Exchange and can be waived if Online Utility Exchange qualifies the rating. If a deposit is required, this amount must be paid in full before utility service is supplied to the location. This deposit is non-transferable, non-interest bearing, and will not be considered as part payment of any bill where service is continued. Proof of ownership or a copy of your lease must also be provided at the time of application.

The City of Gastonia asks that individuals provide your Social Security number and business entities provide your federal tax identification number as a part of your application for utility service. The request for an individual customer's Social Security number or an entity's Federal Taxpayer Identification Number is authorized by Section 105A-3(c) of the North Carolina General Statutes. Individual Social Security numbers and business federal tax identification numbers collected by the City's Billing and Customer Service offices may be used to check credit worthiness for purposes of establishing the amount of required deposit, to confirm identity of the customer, by means of matching the number with information found in the City's databases, or to determine whether the customer qualifies for additional services such as payment arrangements or online account access. They may be released to the State of North Carolina for use in the Debt Setoff program or other governmental agencies or their agents. It may also be released to private debt collection agencies for the purpose of collecting debts owed to the City. Access to personal information such as identification, Social Security number and bank account information are only accessible by authorized City personnel for purposes outlined above and general account maintenance.

If any individual decides not to provide their Social Security number as part of your application, you will still be provided utility services. However, you will be required to apply in person, pay a deposit for utility services and certain services offered as a courtesy by the City of Gastonia, such as payment arrangements and online services, may not be available to you.

I hereby make application for utility services with the City of Gastonia/Two Rivers Utilities at the service location indicated above and certify that the information provided is true and correct to the best of my knowledge. In requesting utility service, I accept full responsibility for any charges, fees, penalties or other obligations incurred by this account, regardless of service location. I also agree to abide by all present and future rules and regulations of the City of Gastonia that may apply to my utility service.

Customer Signature: _____ Date: _____

Section III - Complete this section ONLY if requesting removal from existing account

8-Digit Account Number	Primary Account Holder's Name	Effective Date of Change

***Please attach proof of your new address or documentation from your current landlord/property manager that you are no longer living at the above address.

I hereby certify that the above information is true and correct and I no longer reside at the address as outlined in Section I above.

Customer Signature: _____ Date: _____



Co-Applicant Form Customer Information



As per the Identity Theft Protection Act, it is unlawful to place certain identifiable information on documentation that may be placed on public record.

Below is a list of required information that is pertinent to establishing a utility account and contracting for utility service with the City of Gastonia. This information is considered by the City of Gastonia to be confidential. If your account is delinquent, page 1 of this application may be placed on public record for the purposes of collecting a debt.

Customer Information

Last Name	First Name	MI	Social Security Number	Birthdate
Driver's License/ID Number	State			

Customer Signature

Date

***Please upload or provide a clear image of your U.S. issued photo identification or completed Identity Verification Form when submitting this form.**

IDENTITY THEFT PROTECTION ACT

NCGS §132-1.10(d)

No person preparing or filing a document to be recorded or filed in the official records of the register of deeds, the Department of the Secretary of State, or of the courts that may include any person's social security, employer taxpayer identification, driver's license, state identification, passport, checking account, savings account, credit card, or debit card number, or personal identification (PIN) code or passwords in that document, unless otherwise expressly required by law or court order, adopted by the State Registrar on records of vital event, or redacted...

Any person who violates this subsection shall be guilty of an infraction, punishable by a fine not to exceed five hundred dollars (\$500.00) for each violation.

The entire Identity Theft Protection Act can be found at <http://www.ncga.state.nc.us/qascripts/statutes.asp>