

CITY OF THOMASVILLE - BILLING & COLLECTIONS DEPARTMENT INFORMATION - CONTRACT

DATE: \_\_\_\_\_

LAST NAME: \_\_\_\_\_ FIRST NAME: \_\_\_\_\_ MI: \_\_\_\_\_

BUSINESS NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ PHONE: (\_\_\_\_) \_\_\_\_\_

New Account Number: \_\_\_\_\_ \*please reference this number when inquiring on account

Monthly Bill Date: ( ) 1<sup>st</sup> Due in 20 days after Bill Date ( ) 15<sup>th</sup> Due in 20 days after Bill Date

Garbage Collection Day: \_\_\_\_\_ Recycle Collection Day: \_\_\_\_\_

Office use only\* Card Authorization Code: \_\_\_\_\_

**PAYMENTS OPTIONS:**

1. By mail – Please enclose the bottom portion of your bill with your check or money order in an enclosed envelope.
  2. In person – Our office is located in City Hall, 10 Salem Street. Please bring your entire bill with you.
  3. After hours Drop Box – Located in front of City Hall at 10 Salem Street.
  4. Bank Draft – The forms are located at our office in City Hall, 10 Salem Street.
  5. By phone/online – Western Union-Speedpay. WU Fee applies. You must have your account number.
- Phone: 1-800-556-5126 Online: [www.thomasville-nc.gov](http://www.thomasville-nc.gov) HOME page and click on **ONLINE BILL PAY**

**PAYMENT TERMS \*\* PLEASE READ \*\***

**When Bills are DUE: ALL Utility Bills are due and payable on or before the DUE DATE printed on the monthly statement. The due date is twenty (20) days after the Bill Date. Service is subject to disconnection after the DUE DATE. NO SECOND NOTICES OR CUT-OFF NOTICES ARE GIVEN! Cut-Off Date is scheduled each month – please call 336-475-4227 for payment deadline to avoid disconnection.**

**No BILL? No PAY? Failure to receive bills (by mail) does not relieve your responsibility for timely payments or prevent service disconnections. If the statement is not received, please contact our office in a timely manner to inquire for balance due. The City of Thomasville is not responsible for failure of the US Postal Service to deliver bills.**

**MOVING away from Thomasville? REMEMBER TO TERMINATE YOUR ACCOUNT!** Please contact our office to terminate your active Utility account. Failure to do so will result in additional billing until service is discontinued.

**Previous customers of City of Thomasville:** If any delinquent balance is incurred for previous services rendered under the customer ID, all balances must be paid in full before new service is rendered to the customer.

**I understand the requirements for establishing utility service with the City of Thomasville, NC. By signing this contract, I agree to abide by all policies, regulations, Code of Ordinances enforced by the City of Thomasville, NC. I understand all documentation pertaining to Statement of Purpose, Rates, City Code of Ordinances, and Collection Information is available upon request.**

X \_\_\_\_\_

Clerk: \_\_\_\_\_

Photo ID presented:  Driver's License  Photo Work ID  DMV-issued Photo ID  Other \_\_\_\_\_

SSN presented: YES  NO

Lease/Rental Contract Presented (attached)  Buyers Closing Papers Viewed & Address Verified

FILE – ORIGINAL

COPY TO CUSTOMER