



A. Sydes Construction, Inc.  
PO BOX 7122, Jacksonville, NC 28540  
Office: 910-455-6956  
Fax: 910-455-6325

Attention: Homeowners at Carolina Plantations

A. Sydes Construction, Inc. requires that all homeowners switch their utilities over to their name on the day of closing. We will schedule disconnect the day of closing; therefore it is **very important that you switch your utilities in advance to avoid a disruption in service.** Contact numbers for all utility companies are listed below. However, we as the contractor have no contact with the telephone, cable, or garbage companies. We recommend that you call the telephone and cable vendors at least three weeks prior to wanting your service installed in order for them to install lines or complete any additional work that your home may require. Keys for your new home will not be given to you until the property has been funded by your mortgage company and recorded with the Register of Deeds by the closing attorney. No items may be moved into the home until you have been given the keys after closing. If you have any questions, please feel free to discuss them with your realtor, our realtor, or us. Thank you.

Utility Type	Company	Contact Info.
Water	ONWASA	910-455-0722
Electric	Jones Onslow	910-353-1940
Telephone	Embarq	910-347-9011
Cable	Time Warner	910-219-6600
Garbage	Ray's Rural Garbage	910-324-3645
Sewer	Old North State Water Co.	205-326-3200

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Buyer/ Date

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Buyer/Date



PO Box 7122  
Jacksonville, NC 28540-2122  
(910) 455-6956 office  
(910) 455-6325 fax  
asydesconstruction@embarqmail.com

Dear New Homeowner,

We wish you many pleasant memories for the years to come in your new A. Sydes Construction, Inc. home. If you should have any questions you may call your Realtor or the Construction office during the business hours of Monday – Friday, 8am – 4pm. If you have an emergency with any of the following appliances (dishwasher, stove and microwave/range hood), subcontracted work or utilities, please **call the appropriate appliance vendor, subcontractor or utility company first** to schedule maintenance. If you do not receive contact from a subcontractor please notify the construction office.

**APPLIANCE VENDOR**

Appliances:                      General Electric                                      (800) GE-CARES

**SUBCONTRACTOR**

Electrician:                      Allstar    (910) 354-5411

Heating & Air:                      Down East HVAC                                      (910) 346-4311

Plumber:                              Thornton's Plumbing                                      (910) 219-3872

**UTILITY COMPANY**

Electric Company:                      JOEMC    (910) 353-1940

Water:                                      ONWASA    (910) 455-0722

Thank you,

A. Sydes Construction, Inc.



## Carolina Plantations Instructions

### Packet Contents

1. Instructions
2. Homeowner Introduction Letter (*Customer to retain*)
3. Water/Waste Water Service Application (*\$15.00 onetime fee*)
4. NCUC order (*Customer to retain*)

### Return Packet Contents

1. Signed Water/Waste Water Service Application (*Sign and fully complete top portion of form; If joint account, completed information on both applicants and signatures are required*)
2. **Enclose a Copy of Driver's License(s)** (*If joint account, enclose copies of both applicants*)
3. Enclose \$15.00 check for Service Application Fee
4. To insure and expedite account set-up for a new customer as well as transferring an account out of the BUILDER'S name, you may scan and email a copy of the completed service application to:  
[Temp1@integrawater.com](mailto:Temp1@integrawater.com)

Mail originals in the enclosed envelope along with a check to:

**ONSWC – Carolina Plantations  
PO Box 10127  
Birmingham. AL 35202-0127**

-OR-

Over-night to:

**ONSWC – Carolina Plantations  
600 University Park PI – Ste 275  
Homewood, AL 35209-6774**

Customers may access their account 24/7 at [www.integrawater.com](http://www.integrawater.com). Toward bottom of home page either choose Pay Bill or View Your Account; Choose – Carolina Plantations; Account Login will appear. To gain access to the account, the customer will need both their unique customer number and computer assigned Pin #. The identifying numbers are available after the first billing cycle and will be located on the statement. Identifying numbers cannot be changed. Follow instructions on screen to make payment. We do not keep or maintain any records of customers debit or credit card records. Therefore, a third party vendor processes all cards for a fee of \$3.75.

Customers will receive a monthly flat rate bill of \$38.00 for sewer services.

Customers may also have access to their account by calling our toll free Customer Service Department 1-877-511-2911. Customers will be asked one or more of the identifiers listed below:

1. Customer Number
2. PIN #
3. Last 4 of SS#
4. Customer DL # or Federal Tax ID #

Integra Water, LLC, has implemented a policy and acknowledged procedures in compliance with the Identity Theft Red Flag Rules and Address Discrepancies Under the Fair and Accurate Credit Transactions Act of 2003. Integra Water, LLC, has gone to great lengths to protect customer information will hold all privileged information in strict confidence. We value every customer's right to privacy and therefore will not share personal information unless for debt collection or compelled to do so by law.

Old North State Water Co.



PO Box 10127  
Birmingham, AL 35202-0127  
Telephone: (205) 326-3200  
Fax: (205) 326-6856  
Toll Free: 877-511-2911

**IMPORTANT PLEASE READ to ENSURE CONTINUED  
SEWER SERVICE**

February 5, 2014

Dear Customer,

Old North State Water Company (ONSWC) is pleased to announce that the North Carolina Utilities Commission (NCUC) has approved our application to provide Carolina Plantations with wastewater service. Attached to this letter is the formal customer notice issued by the NCUC granting ONSWC the approval to provide service, along with the schedule of service fees and customer application. You will be billed for monthly sewer service provided during the previous month. These service fees pay for the operation and maintenance of the sewer system, including the wastewater plant and collection system, and enable us to provide you with safe, dependable service.

....**WHAT DO YOU HAVE TO DO?** Property owner(s) complete and return the enclosed service application along with a check for \$15.00 and copy of your current driver's license. Setting up an account ensures that we are able to provide service, including responding in the event of an emergency, as well as address any billing related questions or concerns. Without an account, we will be unable to provide service to this address and will have to sever the connection from our wastewater system.

We are excited to have you as customers and hope that you have many years of reliable, worry free service. If you have any service or billing related questions, comments, or concerns, please call our customer service department at 1-877-511-2911. It is necessary that an Application for Service be completed and submitted to the address above. Please disregard this reminder to those of you that have complied with this requirement.

We thank you for the opportunity to serve you.

Best Regards,

A handwritten signature in blue ink that reads "Kathy A. Akers".

Kathy A. Akers  
Director of Customer Service & Billing

**Application for Connection**  
**Old North State Water Company, LLC**  
**Carolina Plantations Wastewater System**  
c/o Integra Water, LLC  
PO Box 10127  
Birmingham, AL 35202  
Customer Service: 877-511-2911

\*\*\* All applicable sections must be complete to be approved and mailed to address above\*\*\*

**Select One:**

Permanent Service (Resident)    Temporary Service (Builders)    Transfer of Sewer Service

Print Applicant #1: \_\_\_\_\_

Employer Applicant #1: \_\_\_\_\_

Print Applicant #2: \_\_\_\_\_

Employer Applicant #2: \_\_\_\_\_

Owner: \_\_ Tenant: \_\_ Developer: \_\_ Landlord: \_\_

Other: \_\_\_\_\_

[Information Applicant #1](#)

[Information Applicant #2](#)

Mailing Address: \_\_\_\_\_

DL #: \_\_\_\_\_

\_\_\_\_\_

SS #: \_\_\_\_\_

Service Address: \_\_\_\_\_

Work #: \_\_\_\_\_

\_\_\_\_\_

Home #: \_\_\_\_\_

If Commercial

Federal Tax ID #: \_\_\_\_\_

Cell #: \_\_\_\_\_

Providing cell # is granting permission to use the cell numbers for all contact purposes.

Sub-Division: **Carolina Plantations** Lot #: \_\_\_\_\_

DOB: \_\_\_\_\_

**Copy of valid US Driver's License or Approved Picture ID & A Social Security Number or Federal Tax ID # is required**

E-Mail #1: \_\_\_\_\_

E-Mail #2: \_\_\_\_\_

Providing email address is granting permission to use the addresses for all contact purposes.

*Old North State Water Company, LLC is prohibited from disclosure any personal information except as may be required by a Court of Law*

**Use:** Residential \_\_\_\_\_ Commercial \_\_\_\_\_ Industrial \_\_\_\_\_

DATE TO START NEW SERVICE: \_\_\_\_\_

IF TRANSFER: DATE TO STOP SERVICE: \_\_\_\_\_

ADDRESS TRANSFERRING FROM: \_\_\_\_\_

Rt./Acct. #: \_\_\_\_\_

**Customer Agreement (Owner)**

As the owner, I hereby accept responsibility for all charges pertaining to waste water service and will not compromise the proper operation of waste water sanitary sewer being provided in any manner. I understand that any unpaid balance may result in service being discontinued.

Owner Signature \_\_\_\_\_ Date \_\_\_\_\_

**For Office Use Only:** System ID: Old North State Water Company, LLC (ONSWC) – Carolina Plantations

CUSTOMER NUMBER: \_\_\_\_\_  
ROUTE / ACCOUNT #: \_\_\_\_\_  
SERVICE ADDRESS: \_\_\_\_\_  
SUB-DIVISION NAME: \_\_\_\_\_  
PHASE: \_\_\_\_\_  
LOT NUMBER: \_\_\_\_\_

CONNECTION FEE \$ \_\_\_\_\_  
OTHER CHARGES \$ \_\_\_\_\_  
TOTAL CHARGES \$ \_\_\_\_\_

**Payment Method:** CASH \_\_\_\_\_ CHECK # \_\_\_\_\_ DEBIT \_\_\_\_\_ CREDIT \_\_\_\_\_

**Application Type:** WATER \_\_\_\_\_ SEWER \_\_\_\_\_

New Account Service Order #: \_\_\_\_\_  
Final Bill Service Order #: \_\_\_\_\_  
Transfer From Customer #: \_\_\_\_\_  
Transfer To Customer #: \_\_\_\_\_  
Customer User Class: \_\_\_\_\_

Meter #: \_\_\_\_\_  
Meter #: \_\_\_\_\_  
Billing Cycle #: \_\_\_\_\_  
Billing Cycle #: \_\_\_\_\_  
Billing Category: \_\_\_\_\_

**Special Instructions**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**STATE OF NORTH CAROLINA  
UTILITIES COMMISSION  
RALEIGH**

APPENDIX B  
PAGE 1 OF 3

**NOTICE TO CUSTOMERS  
DOCKET NO. W-1300, SUB 2  
BEFORE THE NORTH CAROLINA UTILITIES COMMISSION**

Notice is given that Old North State Water Company, LLC (ONSWC), filed an application with the Commission on June 20, 2013, seeking a Certificate of Public Convenience and Necessity for the sewer utility system in Carolina Plantations Subdivision in Onslow County, North Carolina, and approval of rates. ONSWC proposes to charge the rates as follows:

<u>Monthly Flat Rate Residential Sewer Service:</u>	\$38.00
<u>Monthly Flat Rate Commercial Sewer Service:</u>	\$38.00 per REU .
<u>New Account Fee:</u>	\$15.00
<u>Reconnection Charges:</u>	Actual cost
<u>Returned Check Fee:</u>	\$25.00
<u>Bills Due:</u>	On billing date
<u>Bills Past Due:</u>	15 days after billing date
<u>Billing Frequency:</u>	Shall be monthly for service in arrears
<u>Finance Charges for Late Payment:</u>	1% per month will be applied to the unpaid balance of all bills still past due 25 days after billing date.

**By Order dated December 19, 2013, the Commission approved temporary operating authority for ONSWC to assume operations of the Carolina Plantations sewer utility system and begin charging interim rates at the applied for residential sewer monthly flat rate of \$38.00 and commercial sewer monthly flat rate of \$38.00 per residential equivalent unit (REU).**