



CITY OF NORCROSS APPLICATION FOR RESIDENTIAL UTILITY SERVICE

NEW APPLICATION FOR SERVICE: YES ( ) NO ( ) Email Address: \_\_\_\_\_

OR

TRANSFER SERVICE: YES ( ) NO ( ) TRANSFER ACCOUNT #: \_\_\_\_\_

DATE OF APPLICATION: \_\_\_\_\_ SERVICE EFFECTIVE (NEXT DAY): \_\_\_\_\_

NAME OF APPLICANT: \_\_\_\_\_ HOME TEL #: \_\_\_\_\_

PRINT NAME OF APPLICANT: \_\_\_\_\_ CELL TEL #: \_\_\_\_\_

SERVICE ADDRESS: \_\_\_\_\_

CITY, STATE & ZIP: \_\_\_\_\_

MAILING ADDRESS (IF DIFFERENT FROM SERVICE ADDRESS): \_\_\_\_\_

SSN OR FED TAX ID NO: \_\_\_\_\_ \* D.O.B: \_\_\_\_\_ SR. CITIZEN ( )

QUALIFIES FOR SENIOR CITIZEN DISCOUNT: YES ( ) NO ( )

EMPLOYER: \_\_\_\_\_ EMPLOYER ADDRESS: \_\_\_\_\_

EMPLOYER PHONE #: \_\_\_\_\_

PERSON (S) AUTHORIZED TO MAKE CHANGES ON ACCOUNT:

(PLEASE INDICATE NEXT TO EACH NAME WHAT RELATIONS THEY ARE TO YOU)

CONTACT PERSON IN CASE OF EMERGENCY: \_\_\_\_\_

(PLEASE INCLUDE A VALID PHONE NUMBER AND ADDRESS)

\*USED TO DETERMINE ELIGIBILITY FOR SENIOR CITIZEN DISCOUNT (62 AND OVER PROPERTY OWNER RESIDING IN THE PROPERTY). THE SIGNED APPLICANT CERTIFIES THAT HE/SHE HAS BEEN MADE AWARE OF THE CODES GOVERNING UTILITIES SET FORTH BY THE CITY ORDINANCE AND AGREES TO COMPLY WITH THEM.

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

PRINT NAME: \_\_\_\_\_

**FOR OFFICE USE ONLY:**

DEPOSIT AMOUNT:

ELECTRIC: \$ \_\_\_\_\_

DUMPSTER: \$ \_\_\_\_\_

TOTAL PAID: \$ \_\_\_\_\_

RECEIPT NUMBER: \_\_\_\_\_

NAME OF EMPLOYEE ACCEPTING APPLICATION: \_\_\_\_\_



GENERAL GOVERNMENT ADMINISTRATION DEPARTMENT

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DEAR NEW UTILITY CUSTOMER:

Welcome to the City of Norcross. The choice you have made to reside here is an excellent one and we hope you will like it here. It is necessary to inform you that **prompt** and full payment is required once you receive your utility bill. This is required in order to pay our suppliers and to ensure that rates do not go up for our paying customers.

Attached are the general provisions that cover utility services. We would like you to take a few moments to review these rules and if you have any questions please ask. The most important points to remember are that payments are due by the 15<sup>th</sup> of the month and a late fee of 10% will be applied after that date. Failure to pay by 5:00pm on the 15<sup>th</sup> will result in discontinuance of service after notice is served. The cost of serving you a notice will be an additional five (\$5.00) dollars. If payment has not been received by 10:00am on cut-off day, an additional fifty (\$50.00) dollars will be automatically added your account.

If paying by mail, you must make sure we have received your payment (we do not go by post mark dates). We are not responsible for any payments that are not received on time due to problems with the mail. Also, if for some reason you do not receive a bill, you are still responsible for payment by 5:00pm on the 15<sup>th</sup>. You should call the City if you do not receive a bill by the 2<sup>nd</sup> of the month.

Once again, welcome to the City of Norcross and let us know of any problems, concerns or suggestions of how to better serve you.

**Please check each box below indicating that you have read and understand the information contained in this letter:**

- Payment is due by 5:00pm on the 15<sup>th</sup>
- Additional \$50.00 will be added on cut-off day if payment has not been received by 10:00am
- Mail received in the office after 5:00 pm on the 15<sup>th</sup> regardless of post mark will be access late charges and notice fees.
- Not receiving my bill, does not relieve me of my payment

Please sign below stating you are familiar with the rules and provisions regarding the supply of utility services in the City of Norcross.

\_\_\_\_\_  
(Signature of Applicant)

Date: \_\_\_\_\_

\_\_\_\_\_  
(Print Name of Applicant)

# Norcross Consumer Portal Access

1. Go to <https://norcrossga.ge-gridiq.com/consumer/portal> and click "Sign up now!"



2. Enter the following information:
  - Norcross Utility 8-digit Account Number in XX-XXXX-XX
  - Billing Address House Number
  - Billing Address 5-Digit Zip Code
  - Email Address associated with your Norcross account



3. If the information entered is correct, you will see **Congratulations, Step 1 of 2 is complete!**



4. Login to your email account and open the email from [noreply@GE-GRIDIQ.COM](mailto:noreply@GE-GRIDIQ.COM) (see below). Click on the link "Create Account" to complete Step 2 of 2.



5. After clicking the "Create Account" link in the email, you will be re-directed to the web page shown below. Setup a password for your account, agree to the GRIDIQ Connect Terms of Use and Privacy Policy by clicking in the box, and click on the "Create Account" button.



6. You have successfully completed creating an account and will see **Congratulations Step 2 of 2 is complete!**



Please note: Your email address must be on file for at least 24 hours before you can access the portal.

# GAS SOUTH

## Establish Service Request Form

This form is used to establish natural gas service with Gas South, LLC.

Today's date: \_\_\_\_\_ Desired Turn on Date: \_\_\_\_\_

New Customer Name (this will be the name in which the gas service account will be established):

\_\_\_\_\_

Phone Number:

\_\_\_\_\_

e-mail Address:

\_\_\_\_\_

Service Address:

\_\_\_\_\_

\_\_\_\_\_

Billing Address: (if different from one noted above)

\_\_\_\_\_

\_\_\_\_\_

Social Security Number:

\_\_\_\_\_

**Please choose ONE of the following rate plans.**

- Introductory Variable Rate
- 12 Month Fixed Rate
- 6 Month Fixed Rate
- I am a Senior Citizen over the age of 65.

**Please select ONE of the following options.**

- Customer Will be Home
- Call 30 Minutes Before Service Appointment

**Referring Rep**

\_\_\_\_\_

Gas South will use the above information to establish service in the customer's name.

I hereby authorize Gas South to be my natural gas company and enroll me on the selected Rate Plan or Pay-As-You-Go Variable Rate Plan, subject to credit approval. This offer is subject to Gas South's terms and conditions, including a credit check at the time of enrollment. By signing this document you hereby authorize Gas South to perform a credit check and establish your natural gas service with Gas South. Your customer service fee will be \$5.95 or \$9.95 per month (\$3.95 for qualified seniors), subject to credit approval. All residential rate plans are also subject to taxes and Atlanta Gas Light (AGL) charges. The start date is subject to acceptance by AGL. Customer will be provided with an enrollment package within seven days of Gas South's receipt of confirmation from AGL that service has begun with Gas South.

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature of Applicant\*

\_\_\_\_\_  
Date

Upon receipt, a Gas South representative will process the service request in accordance with our internal policies. We will contact the customer via email or phone to confirm the date and scheduled service activation. Gas South will also contact the customer in the event that we cannot accept the customer for service, or if we need additional information to complete the enrollment.