

Basic Housing Utilities

Duke Energy - Electricity

1-800-777-9898

www.duke-energy.com

If you do not have a social security number (which most likely you will not), you will have to pay a security deposit of \$250. Duke Energy **will** refund this deposit (plus interest) when you finally leave town and close your account. You may pay this deposit via the phone with your credit card (Master Card, Visa, or Discover) for an additional fee of \$3.50. Or, you may pay in person with cash, check or money order. In Durham go to:

2000 Avondale Drive (corner of Roxboro Rd and West Club Boulevard) Durham, NC 27704

Hours: Monday – Friday 8am – 5pm

In Chapel Hill go to:

50010 Governors Village Drive, Chapel Hill, 27516

Hours: Monday – Friday, 9am – 1pm and 1:30pm – 6pm; Saturday 10am – 2pm

A word of caution when you call to sign up for service. When the voice prompt asks for your social security number or your federal tax identification number, do not press either button. Wait a few minutes and your call will be automatically transferred to a customer service representative.

Be warned that it takes 3 – 5 days to start new service so don't delay in calling Duke Energy. On a positive note, Duke Energy can obtain a translator for free for you. They have translators for many languages at no charge when you call on the telephone.

PSNC Energy - Gas

1.877.776.2427

<http://www.psnenergy.com>

Apartments in Durham usually have electric heat and electric stoves so most likely you will not need gas heat. Your landlord will tell you if you have gas. You will need to pay a security deposit of \$150 or more (refundable) to the Gas Company at one of the following locations:

ABC Check Cashing

1209 University Drive,
Forest Hills Shopping Center,
Durham, 27707

Mon. – Sat: 8am – 7pm

Check Cashers

1122 North Buchanan Boulevard
(Across from Northgate Mall)

Mon. – Sat. 9am – 8pm

Water

Phone Contact: 919.560.4411

Office Address: Water & Sewer Department, 101 City Hall Plaza, Durham, NC 27701

Office Hours: Monday – Friday, 8am – 5pm. You must go to office in person.

Water and sewage service is generally included with most apartment complexes, but you may have to pay water bills if you rent/buy a house. Water is never turned on or off by the company. Bills are sent every few months. You will also need to pay a security deposit of \$50.