

# Basic Housing Utilities/TV/Internet

## **Electricity – Duke Energy** (A non-refundable fee of \$15 for all connections)

Tel. 800.777.9898

<https://www.duke-energy.com/north-carolina.asp>

### **How to set up your electricity?**

- **I do not have a Social Security Number** That's okay!

Contact Duke Energy and apply for service.

1. Download and complete the *Identity Verification Form (IVF)*  
[https://www.duke-energy.com/pdfs/Carolinas-Identity\\_Verification\\_Form.pdf.pdf](https://www.duke-energy.com/pdfs/Carolinas-Identity_Verification_Form.pdf.pdf)
2. Have the Identity Verification Form (IVF) **notarized** at your bank or at Duke.
  - University Cashiering: Smith Warehouse Bay 8 – 1<sup>st</sup> floor
  - International House: 300 Alexander Ave. Email or call Annette Moore to request an appointment: [Annette.l.moore@duke.edu](mailto:Annette.l.moore@duke.edu) or 919.681.6080
3. Follow the instructions on the IVF.
4. You will need to fax the IVF document and also mail it in. If you don't have access to a fax machine, you can fax from IHouse.
5. Pay a security deposit of \$100-\$250\*.  
*How?* By cash, check, or money order at an authorized location. The closest authorized location is right across the street from Duke:  
**Metro Express** (convenience store), 2500 Erwin Road, Durham 27705, Open 6am - 6pm.  
Don't forget to bring your account number.  
You can also pay by check, credit card, or debit card by calling 800.777.9898.  
NOTE: Paying over the phone costs an additional fee of \$1.50.



\*Duke Energy **will** refund this deposit (plus interest) after 12 months of satisfactory payment history, or when you close your account.

A word of caution for when you call to sign up for service. If 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.**

- **Calling Duke Energy to start new service.**

It can be stressful calling Duke Energy as there are a lot of recorded voice messages before you get to an actual human voice. If you are calling for the first time, use these prompts: Start Service #3; then #3 again; then #1; then #2; then #2; then #1. You should then reach a representative. Let us know if you have problems getting through. We can assist you.

- **How long does it take for the service to start?**

It takes 3 business days to start new service so don't delay in calling Duke Energy.

- **Can I get someone to translate for me?**

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.

## **Gas - PSNC Energy**

Tel. 877.776.2427

<https://www.psnenergy.com/for-my-home/start-my-service>

A lot of apartments in Durham have electric heat and electric stoves so most likely you will not need gas. Your landlord will tell you if you need gas. You will need to pay a security deposit based on the size of your apartment or house. Deposits range from \$75 - \$200. For new service you must call PSNC Energy. You cannot sign up online if you don't have a social security number.

If you are calling PSNC Energy for the first time, use these prompts on the automated voice line. Select #2, then #1, then #1, then #0.

**You don't have Social Security Number?** That's okay!

Complete the **Identity Verification Form** and follow the instructions (see page 1). You can download the form by going to the link above. The form needs to be notarized.

**How can I pay the deposit?**

You can pay the deposit over the phone with a credit card or in person at the location below. You will have to take taxi to get there. Don't forget to bring your PSNC Energy account number.

**ABC Check Cashing**, 1221 University Drive, Durham 27707. Mon. – Saturday, 8am – 7:30pm  
919.493.4646

**Do I get the deposit back?**

Yes, The deposit will be refunded once you close your account, or after you have established a satisfactory payment history.

## Water

Water and sewage service is generally included with most apartment complexes. You may have to pay water bills if you rent or buy a house. You will also need to pay a security deposit of \$50. If you do not want to go to City Hall, you can either fax or email a copy of your lease to the Water Department. Be sure to include a cover letter with your name, telephone number and/or email as well as the day you wish service to begin. You cannot start service on a Saturday or a Sunday. The \$50 deposit will then be added to your first month's bill. The \$50 deposit will be waived if you can prove having a previous 12-month utility service from another company, either in North Carolina or another state.

### **Water & Sewer Department**

101 City Hall Plaza

Durham 27701

Tel: 919.560.1200

Fax: 919.560.1107

Email: [wsbillinginquiry@durhamnc.gov](mailto:wsbillinginquiry@durhamnc.gov)

Open: Monday – Thursday, 8am – 5pm, Fridays 10am – 5pm

## Television & Internet

### **DIRECTV (services: television)**

1.888.777.2454

[www.directv.com](http://www.directv.com)

DIRECTV offers more full-time HD channels and more sports channels than any other TV provider. Watch movies and shows on your TV, laptop, tablet, or cell phone. They offer up to 60 channels from around the world in 8 different languages. All offers generally require a 24-month agreement. You will need to provide a credit card and billing information to enroll in the service.

### **Time Warner Cable (services: digital cable television, internet, and digital phone)**

1.855.401.5694 or 919.595.4892

1515 North Pointe Drive Suite 103 Durham 27705

<http://www.Timewarnercable.com>

This is the most popular company for Internet service! If you were to just get cable TV and Internet, it would cost around \$65 and up/month depending on the level of service you choose. If you choose Internet only, you will pay around \$15 and up/month as sometimes they have new customer specials. Most likely you'll have to pay more than the minimum price for high speed Internet. You don't need a social security number to apply for an account. Choose the "recurring payment" option, which automatically waives the installation fee, and you don't need to pay any deposit either. The company will set up a time for the service representative to come to your house to set up your TV/phone/internet.