

# 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>

SELECT: START, STOP & MOVE (on the website)

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

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

Contact Duke Energy and apply for service by phone **ONLY**.

The requirements include:

1. Date of Birth (MONTH/DAY/YEAR)
2. **TWO** of the following forms of identification:
  - a. Social Security #
  - b. Driver's License #
  - c. Passport #
  - d. VISA #
  - e. Matricula

3. 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.**

**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.

**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, NC 27707. Monday – 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, NC 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.

### **Spectrum (formerly known as Time Warner Cable)**

North Pointe Shopping Center  
Durham, NC  
(800) 892-4357  
Open until 7:00 PM  
<https://www.spectrum.com/internet.html>

You can set up internet for your apartment by going to [Spectrum.com](http://Spectrum.com)

You do not need a social security number only the number on your passport. There is no deposit, sign up fee, or equipment rental fee. Cost is \$49 per month for internet – you can get a cheaper promotional rate if you bundle services. Connection will be made within 2-3 days.