

Guidelines for using our online forms for better Customer Service at the City of Newton:

Disconnection of Service(s):

The Disconnection of Service form can be printed, completed and signed. The form can be either:

1. Faxed to the City of Newton at (828) 465-7419, or
 2. Mailed to the City of Newton, P O Box 550, Newton NC 28658, or
 3. Via e-mail at customerservice@newtonnc.gov . We can take care of this service for you via e-mail as long as we have the (scanned) signature on the disconnection form.
 4. To expedite disconnection, please bring the completed, signed form into City Hall to the Customer Service Department, Cashier or Receptionist for your convenience.
- **The completed, signed disconnection form is required to prevent you from being held responsible for the account. The service will not be removed from your name or responsibility until we receive the completed, signed form in the City.**
 - For the form to be accepted, it must include the forwarding address and telephone contact information.
 - If you have any questions or need to reach Customer Service please contact us via e-mail at customerservice@newtonnc.gov or via telephone at (828) 695-4301 during the hours of 8:00 am – 4:45 pm - Monday thru Friday.
 - For same-day disconnection the form must be submitted to customer service by 12 noon; otherwise disconnection will take place the next business day.
 - A final bill for account will be mailed to forwarding address in a timely manner to encourage collection and to ensure customer understanding.