

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

New Service Applications

- **New services require an application be filled out along with the customer bringing in their lease or closing documents (if purchasing property), valid United States issued Driver's License or Identification (ID), Social Security Card and deposit. For a particular property in the City, please contact the Customer Service Department at the City of Newton at (828) 695-4301. Deposits are determined by services provided. All services offered by the City for that property location must be activated.**
- New customers can print, fill out and sign the "Utility Service Agreement" to help expedite the application process. Please bring completed (includes filling in all ***bolded and italicized*** areas of application), signed form to the Customer Service Department along with valid Driver's License/ID, Social Security Card, deposit (cash / check or money order only) and the lease or closing documents.
- New services are accepted between the hours of 8:00 am – 4:00 pm Monday through Friday in the Customer Service Department at City Hall. Our office is located at 401 N Main Ave, Newton North Carolina.
- The name on the lease or closing documents must match the person applying for service with the City of Newton.
- If you have any questions please contact Customer Service via e-mail at customerservice@newtonnc.gov or at (828) 695-4301 during the hours of 8:00 am – 4:45 pm - Monday thru Friday.