

## Requests for Water and Sewer Availability Information

Please call the City of High Point Customer Service Department at 336-883-3111, or visit the Engineering Services Department located in the Municipal Building in Suite 210 for information regarding water and sewer availability. Please provide the following information:

### Required Information

**Contact Name:** Individual requesting information regarding location of City of High Point public utilities.

**Phone Number:** Telephone number of the caller. Information will not be faxed.

**Type of Service Requesting Availability:** Does the caller wish information on water distribution systems, sewer collection systems, or both?

**Is the property located within the City of High Point corporate limits?** If the property is located outside City of High Point corporate limits, an annexation application must be completed prior to connection of utilities.

**Property Location Description:** The caller must specify the location of the property or the research for the water and sewer availability cannot be performed.

Either of the following two forms of property description is accepted:

1. Address of Property (preferred), such as the street name and house number.
2. Tax map information. Should the property not have an street address, the caller must provide the primary (access) and secondary (if applicable) road frontage for the property along with any adjoining street addresses if available. Provide a general location description (i.e. "northeast corner of Eastchester Dr. and Johnson Street" or "On the west side of Gatehouse Road between Country Club Dr and Thornhill Ct").

Tax map information should be in either of the two following formats:

Map - Block - Lot numbers for properties located within City of High Point corporate limits, or county tax parcel numbers.

**Note to caller:** If insufficient or incorrect information is given, the response time will be delayed.

**Reason for Connection Request:** Briefly outline the need for a connection to the public utility (i.e. on-site septic system has failed, well has gone dry, etc.). The reasons should be supported by additional documentation when available (i.e. letter from County Health Department verifying that an on-site system or well is not feasible).

### Optional Information

**Total Acreage of Property:** Provide the acreage and/or square footage of the tract/parcel or lot.

**Existing Land Use:** Outline the existing use of the property (i.e. residential/commercial/industrial).

**Additional property description:** Does the caller know the Plat Book and Page where the property is recorded?

### Information Response

The caller can expect a return call within five (5) business days from the date the call was received. Information included in the response will be:

1. Approximate location of public water and/or sewer mains.
2. If annexation may be required to connect to public utilities. City Council determines feasibility of annexing property.
3. Required fees.