

Utilities & Internet (2021)

ELECTRICITY

Duke Energy Progress

www.duke-energy.com

tel. 1.844.388.7425

<https://www.duke-energy.com/home/billing/payment-locations>

Unfortunately, if you are setting up a new account and do not have a social security number you must call the Duke Energy. When the voice prompt asks for your social security number or your federal tax identification number (ITIN), do not press either button. **Wait a few minutes and your call will be automatically transferred to a customer service representative.**

You will be asked for your date of birth, the address of where you will be living in Durham and when you want the electricity to start working. (It usually takes 3 business days.) You will also be asked for your Passport number which Duke Energy will use for your credit check. You may be asked to pay a security deposit between \$100 - \$250. This will be returned to you when you close your account. You can either pay the deposit over the phone with a debit or credit card or online once your Duke Energy account is set up. Or you can go to an authorized location to pay the deposit in cash. If you decide to pay over the phone you will have to pay a \$1.50 processing fee. Note: Duke Energy can obtain an interpreter for you if you prefer to speak in your native language.

Duke Energy Authorized Location

Harris Teeter Customer Service Desk, 2107 Hillsborough Street, Durham 27705, tel. 919.286.1500

Do not forget to bring your account number!

Harris Teeter location is cash payment only. Harris Teeter also charges a \$1.50 processing fee.

GAS

Dominion Energy

www.dominionenergync.com

Tel. 877.776.2427, Monday – Friday, 7am – 6pm

https://www.psnenergy.com/docs/librariesprovider6/pdfs/psnc_identity_verification_form.pdf

Most apartments in Durham have electric appliances only (stove, hot water, etc.) so typically a gas account is not needed. However, if you do have gas in your house or apartment, Dominion Energy is the local company. Without a social security number, you will have to fill out an *Identity Verification Form* and provide a copy of your passport home page. Then you must find a notary on campus (or go to your bank) to have your passport copy notarized. Finally email, fax or mail the form and your passport copy to Dominion Energy. Once your paperwork is processed, gas will be turned on. Again, you will need to pay a security deposit which is based on the address of your apartment or home. Security Deposit ranges from \$75 - \$200. You can pay the deposit over the phone for a fee of \$3.50. Or you can go to a Dominion Energy Authorized Location to pay in cash.

Dominion Energy Authorized Location

ABC Check Cashing Store

1221 University Drive, Durham 27707, Tel. 919.493.4646

Do not forget to bring your account number!

WATER

Durham Water Management

101 City Hall Plaza, Durham, NC 27701, Tel. 919.560.4381

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

Water and sewage service is typically included in your rent. However, some apartment complexes are now having their tenants to pay the monthly water bill. Go here to start the process: <https://durhamnc.gov/3172/Customer-Service-Request> You will attach a copy of your lease to this request to show that you live in Durham. There is a security deposit of \$50 to start water service in your name. To pay the \$50 deposit you can either mail in a check or you can go to Durham City Hall and pay in person.

INTERNET

Many of the new apartments provide internet. However, if you are living in an older apartment or a house, etc. you will have to subscribe to service. Every company has its pros and cons. The most popular continue to be AT&T and Spectrum. As a new customer, ask if there are “specials” for the first year or 6 months.

AT&T

www.att.com/internet

Dish Satellite

<https://www.dish.com/internet/>

Frontier

<https://frontier.com/shop/internet/fiber-optic-internet>

Google Fiber

<https://fiber.google.com/cities/triangle/>

There still seem to be a lot of Durham areas where Google Fiber is not yet available.

Spectrum

www.spectrum.com

1515 North Pointe Drive, Durham, NC 27705

Tel. 855.243.8892 or 855.707.7328

Open Monday – Friday, 10am – 6pm, Saturday, 10am – 5pm. Closed Sundays.

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. Connection will be made within 2-3 days.

Verizon

<https://www.verizon.com/home/highspeedinternet/>

Summer 2021 Living Expenses. Durham NC	Fees	Notes
Reminder, these are estimates. Utility fees will depend upon your personal usage.		
Electricity	\$50 - \$60/month	Higher in Summer (air condition) and Winter (Heat)
Gas	\$30 - \$50/month	Most Apts are electric only
Water	\$25 - \$30/month	Most Apt. Complexes pay water fee
Internet	\$50 - \$70/month	Newer Apts. complexes may cover
Cell Phone	\$45 - \$55/month	Pre-Paid or Contract
Television Service	\$50-\$100/month	Not Necessary
Furniture	\$500 (and up)	If you are here for 1 year or longer, more cost effective to purchase second hand or new, and then sell when you depart
Furniture Rental	\$125/month & up	