

# MECKLENBURG COUNTY UTILITIES

## Electricity

**Duke Power Company**  
526 South Church Street  
Charlotte, NC 28202

- 24-hour Customer Service Line: [1-800-777-9898](tel:1-800-777-9898)
- Deposit required for connection. Deposits vary depending on credit history and type of service. Deposit may be waived with good credit and/or a letter from a previous power company.
- To turn on new service (Open An Account): [Click here](#)
- To transfer service: [Click here](#)
- To close an account: [Click here](#)
- Automated Payment Plan (APP): [Click here](#) or call [1-800-777-9898](tel:1-800-777-9898)
- Equal Payment Plan (EPP): [Click here](#) or call [1-800-777-9898](tel:1-800-777-9898)
- Payment Locations (for payments only): [Click here](#)

**Energy United**  
P.O. Box 1831  
Statesville, NC 28687

- 24-hour Customer Service Line: [1-800-522-3793](tel:1-800-522-3793)
- To sign up for electricity: [Click here](#)
- To view balance and pay bills online: [Click here](#)
- For office locations and service map: [Click here](#)
- To report a power outage: [Click here](#)
- For payment options: [Click here](#)
- For energy saving tips: [Click here](#)

**Union Power Cooperative**  
**1525 Rocky River Rd. N.**  
**Monroe, NC 28110**

- 24-hour Customer Service Line: [704-289-3145](tel:704-289-3145) or [1-800-922-6840](tel:1-800-922-6840)
- For residential rates: [Click here](#)
- For information about requesting service: [Click here](#)
- For payment options: [Click here](#)
- To pay energy bills online: [Click here](#)
- For tips on lowering your energy bill: [Click here](#)

## Telephone & DSL Internet Services

Telephone companies that can provide service for your specific address will vary rather widely. [Click here](#) for a website that searches for the phone service providers for your address and provides price quotes for those services. You may also look in the Customer Guide section of any local phone book for a complete list of Local Service Providers.

**AT&T**  
**800 Griffith Rd**  
**Charlotte, NC 28217**

- Sales, billing & service: [1-800-288-2020](tel:1-800-288-2020)
- 24-hour Automated Customer Service: [1-800-288-2020](tel:1-800-288-2020)
- There is no deposit. However, there will be a connection fee based on the type of service and it will appear on your first month's bill. You will need to select a long distance carrier separately.
- Ordering Options Online: [Click here](#)
- DSL and Dial-Up Internet Access: [Click here](#)
- AT&T also provides an Automated Payments service, you will be required to register to use this option: [Click here](#)

**Time Warner Cable**  
316 East Morehead St.  
Charlotte, N.C. 28202

- Customer service: [1-800-892-2253](tel:1-800-892-2253) or [click here](#)
- Digital phone options: [Click here](#)
- Popular calling options: [Click here](#)
- FAQ: [Click here](#)

**Windstream**  
550 Griffith Rd  
Charlotte, NC 28217

- Customer service: [1-877-807-9463](tel:1-877-807-9463)
- Local and long distance phone plans: [Click here](#)
- Product bundle (internet, phone, and tv) information: [Click here](#)

## Natural Gas

**Piedmont Natural Gas Company, Inc.**  
4720 Piedmont Row Dr  
Charlotte, NC 28210

- 24-hour Customer Information Center: [704-525-3882](tel:704-525-3882) or [1-800-752-7504](tel:1-800-752-7504)
- Deposit required and varies depending on type of service and anticipated usage.
- Piedmont Natural Gas Billing Questions and FAQ: [Click here](#)

## Water & Sewer

**Charlotte-Mecklenburg Utilities Department (CMUD)**  
600 East Fourth Street  
Charlotte, N.C. 28202

- Customer Service: 8 am to 6 pm: [704-336-7600](tel:704-336-7600)
- Connection fee of \$32.50 will appear on your first month's bill.

- Online new service request: [Click here](#)
- Automated Payment Plan (APP): [Click here](#)

## Garbage Collection

**Solid Waste Services Department**  
**City of Charlotte**  
**600 E 4th St**  
**Charlotte, NC 28202**

- Customer Service: [704-336-2176](tel:704-336-2176)
- Within the city limits, garbage collection is included in city property taxes. Roll-out & recycling contains are provided by the City and are rolled or placed at the curb once a week. Information on the day of the week for pickup is available through Customer Service. Apartments and some condominiums typically have dumpsters onsite.
- Collection Schedule, Recycling, Bulky Items, Yard Waste, Dead Animals & FAQs: [Click here](#)
- For information about when your garbage (inside the City limits) will be picked up, [click here](#) for the current Collection Schedule Zone Map.

## Cable TV & Internet Services

**The primary cable television provider is Time Warner Cable but there are several other providers.**

**Time Warner Cable**  
**316 East Morehead St.**  
**Charlotte, N.C. 28202**

- Customer Service: [1-800-892-2253](tel:1-800-892-2253)
- There will be an installation fee and first month's charge to be paid at the time of hookup. Installation is By Appointment Only. Charges vary depending on the type of service.
- Digital Cable Television Services: [Click here](#)
- Cable Internet Services: [Click here](#)
- Customer Service, Payment Locations and FAQs [Click here](#)

**MI Connection**  
**420 S Academy St**  
**Mooreville, NC 28115**

- Customer service: [704-660-3840](tel:704-660-3840)
- Payment options and online billing: [Click here](#)
- Cable television service rates: [Click here](#)
- High speed internet service rates: [Click here](#)

## Driver License & Vehicle Registration

**N. C. Dept. of Motor Vehicles**  
**1100 New Bern Ave.**  
**Raleigh, N.C. 27699**

- 24-hour Customer Service Line: [919-715-7000](tel:919-715-7000)
- NC Dept of Motor Vehicles Newcomers Guide: [Click here](#)
- NC Dept of Motor Vehicles Office Locations: [Click here](#)

### Driver License:

- New to North Carolina: [Click here](#)
- Moving Within North Carolina: Drivers must notify the DMV of all address changes within 60 days after the change occurs. You must visit a driver license office within the time period to obtain a duplicate license reflecting your new address. [Click here](#) for a list of the DMV offices.

### Vehicle Registration:

- New to North Carolina: [Click here](#)
- Moving Within North Carolina: You must inform the NC DMV of a change of address within 60 days. The Change of Address Form (MVR-24A) is available online. Just [click here](#) for a copy.

## U.S. Postal Service

- Change of Address Form: [Click here](#)
- Post Office Locator: [Click here](#)
- Find ZIP Codes: [Click here](#)