



## 2020 Utility Contact Information

When you move in, the water, sewer and electricity will be established under our account. We will need you to transfer the water, sewer, and electricity accounts to your name within 4 business days from moving in. Failure to transfer within 4 business days, may result in your utilities being cut off. The cable, internet, and phone accounts will not be established at the time of your move in. Below is the information needed for transferring/establishing the utility accounts.

### Electrical Contact:

Duke Energy Progress  
1-800-452-2777  
[www.duke-energy.com](http://www.duke-energy.com)

In order to transfer electrical service you will need to contact Duke Energy at 1-800-452-2777 or online at [www.Duke-Energy.com](http://www.Duke-Energy.com). You will need your townhome address when calling in to transfer service.

### Water & Sewer Contact:

Harnett County Department of Public Utilities  
700 McKinney Parkway  
Lillington, NC, 27546  
(located about 6 miles from Campbell Pointe)  
910-893-7575 - Phone  
910-814-4002 - Fax  
<http://www.harnettwater.org>

In order to transfer water & sewer service you will need to contact Harnett County Department of Public Utilities at 910-893-7575, or you may apply online at the following link: [www.harnettwater.org](http://www.harnettwater.org). You will need to complete the Application for Turning on Water and/ or Sewer-Existing Services form (Harnett County Department of Public Utilities Water User's Agreement) (attached). You will also need a copy of your lease or rental agreement. Your lease agreement was emailed to you through DocuSign. Also, a photo ID will be required such as your driver's license or ID card. No services will be turned on without these documents. Deposits and fees due are based on the location of the requested services and a credit check.

1. You may visit their office at 700 McKinney Parkway, Lillington, NC 27546. Office hours Monday - Friday from 8:00am until 4:00pm. (located about 6 miles from Campbell Pointe)

OR

2. Visit their website at the following link to set up your account online – [www.harnettwater.org](http://www.harnettwater.org).

OR

3. Fax the completed Water User's Agreement Form (attached) to 910-814-4002 along with the required documentation described above. Please only fax the front and last page of the lease agreement with signatures. After the information is faxed, wait at least one hour then call the Harnett County Department of Public Utilities at 910-893-7575 to pay the required fees over the phone with a VISA, MASTERCARD, or DISCOVER card. They do not process applications after 4:30pm.

**Internet/Phone Contact:**

CenturyLink

Contact: 1-855-891-4077

[www.CenturyLink.com](http://www.CenturyLink.com)

Referral Code: **CON351404 & Buies Creek Community**

CenturyLink has installed fiber to our entire townhome community. Please contact CenturyLink at 1-855-891-4077 to set-up your internet/phone account if you are interested. You will need your townhome address when calling to set-up your internet or telephone services. In addition, please give the representative the referral code: **CON351404 & Buies Creek Community**.

If you have any questions or problems after you call the toll free number, please contact Tracy Smith at 919-356-9258 or email her at Tracy.J.Smith1@CenturyLink.com, our CenturyLink Account Representative. **Please contact the toll free number first where Tracy cannot set up the account for you.** She can only assist with problems/concerns.

**Cable**

If you prefer to purchase cable, we suggest DIRECTV NOW packages. You may sign up for packages here – [www.directvnow.com](http://www.directvnow.com). In addition, we suggest purchasing streaming packages with Hulu and/or Netflix. Please note that cable services that require a satellite may not be used. We apologize for any inconvenience.

[www.hulu.com](http://www.hulu.com)

[www.netflix.com](http://www.netflix.com)