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Utility Deposit Waiver Program

What is the Utility Deposit Waiver Program?

The Utility Deposit Waiver Program (UDWP) is a combined effort of the Fort Liberty Command, the Housing Office, and Fort Liberty Federal Credit Union (FLFCU) to help soldiers waive utility deposits by having the deposits guaranteed by FLFCU. Participants entering the UDWP must visit both FLFCU and the Housing Office, located at the Solider Support Center, Fort Liberty, NC.

Eligibility Requirements

- Must be an active duty soldier stationed at Fort Liberty
- Must be a FLFCU primary account holder
- Must be eligible for BAH

Electric Companies

The following companies currently participate in the UDWP:

- Lumbee River
- PWC
- South River EMC
- Central EMC

Required Documents

You need to provide at least **one document** from each of the following categories:

1. Proof that you are currently stationed at Fort Liberty:
 - Orders to Fort Liberty*
 - DA 4187
2. Proof of BAH:
 - Rank (E6 and above)
 - LES
 - Orders showing that you have Dependents
 - Original Marriage Certificate
 - Certificate of Non-Availability (CNA)**
3. Proof of lease/purchase of property:
 - Signed lease
 - Signed Closing Disclosure
 - Signed Deed of Trust
 - Signed Alta Settlement Statement
4. Military ID & Driver's License

*If your orders to Fort Liberty are older than 3 years, please bring your re-enlistment orders as well.

**A Certificate of Non-Availability (CNA) must be provided if you are receiving only partial BAH.

Spouses of Active Duty soldiers must have their original Power of Attorney if applying for a Utility Deposit Waiver under the Active Duty soldier's name.

Cost

If you are currently a member of FLFCU:

- \$15.00 – Non-refundable fee. If you are

joining as a new member:

- \$5.00 – Required, refundable minimum deposit.
- \$20.00 – Non-refundable fee.

Lumbee River and Central EMC are co-ops and may bill up to \$10.00 for a membership fee on your first utility bill.

Connect and Disconnect

TO CONNECT

1. Set up an account with your utility company.
2. Bring the required documents for the UDWP to the FLFCU office located in the Soldier Support Center.
3. Sign the Utility Waiver agreement.
4. Bring the complete Utility Waiver agreement to the Housing Office to be faxed to your utility company.

TO DISCONNECT

1. Contact the utility company with a disconnect date and request an estimated final bill.
2. Pay your estimated final bill and bring proof of payment to the FLFCU office, located in the Soldier Support Center, in order to be cleared from the UDWP.

PLEASE NOTE: The estimated final bill may not be the final amount due. The UDWP is not a bill paying service. You are responsible for paying the final utility bill after your disconnect date.

Responsibilities and Disclosures

The UDWP is an 18-month agreement which is subject to credit approval. You are responsible for paying your utility bills, this is not a bill paying service. If you fail to pay or are late making a payment while enrolled in UDWP, you will be automatically removed from the program and are ineligible to re-enroll. You will reimburse FLFCU for any payments made on your behalf. Such payments may be transferred from your account by FLFCU. If removed from the UDWP, the utility company may charge you the original security deposit amount in order to restore your service. If FLFCU incurs any debt on your behalf, Fort Liberty Command or future duty stations will be contacted and appropriate action will be taken to collect delinquent payments. FLFCU, the Fort Liberty Housing Office, and the Fort Liberty Command will not assist with any dispute involving you and your utility company.