WISE COUNTY
Public Service Authority

WiseCountyPSA.org
Phone: (276) 679-1263
Fax: (276) 679-1528

SERVICE AGREEMENT FOR UTILITY SERVICE

***Please see the attached Current Rate & Fee Sheet**

Type of Service:	◯ **New Customer**	◯ **Transfer**	
Ownership Status:	◯ **I own this property**	◯ **I rent this property (provide Tenant Authorization Form)**	
Applicant Name:			
Account Status:	◯ **have current account**	◯ **had previous account**	◯ **never a customer**
Service Address:	**Street:**		
	City:	**State:**	**Zip:**
Mailing Address: (if same, leave blank)	**Street:**		
	City:	**State:**	**Zip:**
Telephone:	**Home:**	**Mobile:**	**Work:**
Email:			
Social Security/EIN #:		**Driver's License #:**	
Payment option:	◯ **Mail, in-person, or online**	◯ **Automatic Bank Draft (complete ACH form)**	

SOLID WASTE COLLECTION

Type of Service: ☐ **Declined**	◯ **Residential**	◯ **Business/Commercial**	

Residential Only	
◯ **Standard**	◯ **Private Drive**
Number of 96-gallon cans	

Business/ Commercial Only	
◯ **Dumpster**	◯ **96-gallon can**
Number of Dumpsters or cans	
Dumpster Pickup/week (1-5)	

I, the above-named Applicant, certify that the above information is correct, and I have read and agree to the terms and conditions on the following pages. For solid waste collection, I agree to service when available at my address.

Applicant Signature:_____ **Date:**_____

Authority Signature: _____

OFFICE USE ONLY:

Water: **Sewer:** **Tap:** **Road Bore:** **Account #:**

_____ *Applicant Initials*

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TERMS & CONDITIONS

- The Authority shall furnish, subject to the limitations in the Authority's current and future rules and regulations, such services as provided for above.
- The User shall install and maintain, at his/her own expense, a service line to extend to the place of utility use. Water service lines shall begin at the back of the water meter. Sewer service lines shall begin at the cleanout placed at the road right-of-way or the edge of the easement as applicable.
- The User shall pay for the services at such rates, times, and places as shall be determined by the Authority and agrees to any penalties specified by the Authority at that time for failure to make such payments, including late fees, disconnection of service pending payment and subsequent reconnection fees, and/or termination of the User's account.
- The User agrees that failure to receive a bill from the Authority in the mail shall not relieve the User from the responsibility to pay the balance due by the specified due date.
- The User shall pay an initial deposit in the amount defined below. The deposit shall be held by the Authority and applied to any account balance of the User should the services be terminated for any reason. Any remaining credit due to the User upon application of the deposit shall be refunded by the Authority to the User within a reasonable time thereafter.
- The User shall pay the connection fee(s) as outlined below for the services provided.
- For water service, the Authority shall install a cutoff valve, water meter, and meter yoke in each service. These devices are intended for Authority use only.
- The User shall pay for damages to Authority equipment caused by the User's negligence, misuse, or abuse of the Authority's systems. The Authority reserves the right to determine the charges for such damages and the right to seek remedy for such actions, up to and including civil and/or criminal judicial proceedings.
- In the event that the User calls for service repair and it is determined by the Authority that the issue is with the User's system, the User shall be responsible for reimbursing the Authority for the service call at the rate specified by the Authority at the time of the service call.
- The Authority reserves the right to terminate User services for non-compliance with Authority rules. This shall include, but not be limited to, connecting two or more residential structures to a single meter. Customers who are contemplating connection of additional structures on their property that will utilize water shall contact the PSA for guidance as to whether an additional meter is required for such use.
- The User agrees that no other source of water shall be connected to the User's water system at any time, except for non-potable water uses where the source is completely disconnected from the potable water system and where backflow prevention devices have been installed.
- The User agrees that no water beyond that measured by the water meter will be discharged to the sewer system, except for specific commercial/industrial concerns where the Authority has agreed to the installation of an Authority approved sewer meter.
- The User agrees to connect his/her service lines to the Authority's lines upon availability of service by the Authority and that service charges will commence on the date that service is made available.
- The User agrees that they shall install any devices required on his/her system, including, but not limited to, pressure reduction devices, grease traps, additional cleanouts, backflow prevention, or booster pumps, as may be required

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SOLID WASTE COLLECTION

- The Authority shall furnish, subject to the limitations in the Authority's current and future rules and regulations, such services as provided for above.
- The Authority shall provide the selected solid waste receptacle to the customer. Customer shall be responsible for repair and/or replacement of solid waste receptacle outside of normal wear and tear. The Authority has the final authority in deciding and applying charges necessary for repair/replacement.
- The Customer understands any receptacles (cans or dumpsters) provided by the Authority remain the property of the Authority and shall not be moved from the service address listed. The receptacle shall remain at the service address for future customers in the event any customer moves.
- **For standard collection:** Customer shall place the receptacle at the edge/curb of the closest public street (not private drive) or at the location determined by the PSA to allow for safe collection for PSA staff and equipment.
- **For private drive collection:** Customer shall place the receptacle at a safe and easily accessible location for PSA staff and equipment, visible from the driveway or front of the home. Customer agrees to release the PSA from liabilities associated with solid waste collection at the customer's address including but not limited to damage to private roads, driveways, and other real property.
- Receptacles (containers) shall be at the assigned location by 7AM on the scheduled collection day.
- **All garbage in the receptacles shall be bagged.**
- Customer understands and further agrees to not block access to the receptacle on the scheduled collection day by parking any vehicle, trailer, etc.. in front of the receptacle.
- Solid Waste collection may be delayed due to inclement weather or other events which render the collection of solid waste unsafe for PSA staff and the public. Solid waste will be collected as soon as possible once safe to do so. In these events, no refunds shall be made to customers, and the Authority shall allow additional waste bags to be placed around the receptacle for collection when the service resumes.
- Containers shall be removed from the collection point in less than 24 hours after collection.
- Only household trash shall be placed in the container for residential customers and all trash shall be bagged. Customer shall refrain from packing carboard containers or other materials in the can which will prevent for dumping of receptacle. Any receptacle packed in a manner which prevents dumping shall be returned to the customer for correction and collection the following week.
- The following items shall not be placed in the receptacles including dumpsters: car parts and tires, furniture and other large items, hazardous or flammable materials, propane or other pressurized tanks, car batteries or other lead-acid batteries, liquids such as paint, solvents, motor oil or drywall mud, construction waste such as carpeting, lumber, drywall, bricks, concrete or dirt, and ashes that have not been thoroughly cooled and soaked with water.
- All receptacles with lids shall not be overfilled and lids shall be closed.
- All residential and business 96-gallon receptacles shall be collected one time per week, 6-cy dumpsters shall be collected per the schedule selected on this agreement.
- Customer understands and agrees solid waste collection shall be developed across Wise County in an economic way for the Authority and customers. By agreeing to service, I agree to begin service at my address when service is available by the Authority.

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Billing Information

- Bills are due on the 15th of each month by the end of the business day at 4:30 pm. If the due date falls on a weekend or on a federal or state holiday in which we are closed, the due date shall be the next business day.
- Payment not received by the due date shall result in a penalty of ten percent (10%) of the currently late bill amount due applied to the account.
- Nonpayment of all balances due after forty-five (45) days from the due date shall result in the service being shut off to the customer. A nonpayment/disconnect fee of $50 will be applied automatically when bills are not paid in full by the 45 days after the due date. This includes payments that are made online, by telephone, or at the kiosk after 4:30 PM on the 45th day after the duedate.
- All customers are automatically enrolled in ServLine's Leak Protection service at the current rate per service provided. Customers must contact ServLine directly to opt-out of any protection or add Line Protection services.

Additional Information

- Bills are mailed out on the last business day of each month. Once the bills are mailed, the PSA has no control over the delivery/receipt of your bill. **FAILURE TO RECEIVE YOUR BILL DOES NOT EXEMPT YOU FROM PAYING YOUR BILL, LATE FEES AND/OR RECONNECTION/SERVICE FEES**. We recommend that, if you have not received your bill by the 7th of the month, that you contact our office to obtain your balance due. When calling, please be sure to provide us with your Social Security Number or Account Number.
- Please keep your phone number updated with us. We send out courtesy calls after the due date to remind you of unpaid balances. Keep in mind this is only a courtesy call. You are still responsible for your bill and any late fees and/or reconnection/service fees regardless if you received a phone call or not.
- Services disconnected for non-payment that have been re-established by the customer will have their meter removed and will be assessed a meter tampering and lock fee. Services re- established by the customer by further tampering (such as installation of a jumper) OR services where the meter is removed, re-installed backward, or other means of defeating the meter are subject to disconnection, termination of service, and possible referral to the Commonwealth's Attorney for prosecution.
- If your physical address (911 address) changes, please update it with the PSA. To better service your location, it is important for us to have the correct address.
- If you believe you have a high bill and/or suspect a leak, please be sure to check everything on your side of the meter box to ensure the problem is on the PSA side of the meter before calling us to have us service the meter. We charge a service fee for coming out if the problem is found to not be on the PSA side. If the problem is on the PSA side, no service fee will be charged.
- All policy is available to view on our website, https://www.wisecountypsa.org/.

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Payment Options

- Payments may be made using the following options:
  - In person at the PSA office – credit cards are accepted for a 3.5% surcharge
  - Enrolling in our **free** AutoPay program via our website
  - Enrolling in Pay by Text via our website
  - Payment Kiosk (to the left of the main PSA entrance)
  - By mail
  - Online at www.wisecountypsa.org to our 3rd party processor. There will be a 3.5% fee for debit/credit cards (minimum $2.50) or $2.50 for e-checks charged by the 3rd party processing center. When using this service, please be sure to enter your bank account information correctly. The PSA is not responsible for incorrectly entered bank account numbers, which will result in an insufficient funds fee being charged as the payment will not clear. Late fees and disconnect fees may also apply. The PSA will not waive fees in such events.
  - Calling our automated phone system at (888) 592-1835 – a 3.5% surcharge will apply (minimum $2.50) for credit cards or $2.50 for an e-check. Our 3rd party payment processor also charges a $1.00 surcharge per transaction. When using this service, you will need to have your account number.

Disclaimer: Any and/or all rules, regulations, and fees are subject to change at the discretion of the Wise County Public Service Authority.

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RATES & FEES AS OF JULY 2026

Water – Residential/Commercial/Institutional	$41.00 1st 1500 gallons + $14.00 every 1000 gallons after; $3.00 Loss Protection
Water – Industrial	$41.00 1st 1500 gallons + $ 14.00 every 1000 gallons after
Sewer	$51.50 1st 1500 gallons + $14.50 every 1000 gallons after; $3.00 Loss Protection
Sewer Flat Fee – Well Water	$72.50
Account Deposit (Own/Rent)	$0/$250
New Account Setup Fee	$30
Account Transfer Fee	$30
Service Nonpayment/Reconnect Fee	$50
Meter Tampering Fee	$100
Lock Tampering Fee	$50
Return Check Fee	$50
Meter Parts Replacement Fees (includes meter, setter, box and/or lid)	Cost of supplies at time of replacement
Service Call Fee (during business hours)	$50
Service Call Fee (after business hours)	$75

WATER CONNECTION FEES:

¾" Meter	$1500
1" Meter	$2000
1 ½" Meter	$4500
2" Meter	$5500
3" & Larger Meter	Contractor pricing

SEWER CONNECTION FEES:

2" Service (Bold Camp)	$1250
4" Service	$1500
6" Service	$1800

ROAD BORES:

Road Bore – 2" and smaller water & 2" sewer	$1000
Road Bore – 3" and larger water & 4" and larger sewer	Contractor Pricing

Any damages done to PSA property or improper use of PSA property may result in fine or fee.

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SOLID WASTE COLLECTION FEES

SERVICE TYPE	COST PER MONTH
Residential 96-gallon receptacle	$17; additional can $10
Commercial/business 96-gallon receptacle	$17; additional can $10
Private Drive Service	$34; additional can $15
6-CY Dumpster:	
1-day per week	$85
2-days per week	$105
3-days per week	$135
4-days per week	$170
5-days per week	$220
Additional dumpster collection	$25
Account deposit for non-water/sewer customers shall be 2 months service cost not to exceed $100.	
*Replacement of 96-gallon receptacles and 6-cy dumpsters shall be at the cost of the PSA	

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Driver's License Photo:

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Proof of Ownership: