



# WISE COUNTY PUBLIC SERVICE AUTHORITY

P.O. Box 3388, Wise, VA 24293  
5622 Industrial Park Rd., Norton, VA 24273  
Office: (276) 679-1263  
Fax: (276) 679-1528



## SERVICE AGREEMENT FOR UTILITY SERVICE

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

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

*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.*

**Applicant Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Authority Signature:** \_\_\_\_\_

### OFFICE USE ONLY:

**Water      Sewer**

**Account #:**

**Tap:              Road Bore:**

## 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.

## **Billing Information**

- Bills are due on the 15<sup>th</sup> of each month. 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 seven (7) days from the due date shall result in the service being shut off to the customer. A nonpayment/reconnect fee of \$50 will be applied automatically when bills are not paid in full by the 7 days after the due date. This includes payments that are made online, by telephone, or put in the drop box after 4:30 PM on the 7<sup>th</sup> day after the due date.
- 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 7<sup>th</sup> 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 and is **not** a requirement. 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.

## **Payment Options**

- Payments may be made using the following options:
  - In person at the PSA office – credit cards are accepted for a 4% surcharge
  - Calling the PSA office directly with a credit card payment – a 4% surcharge will apply
  - In the PSA office Drop Box (to the left of the main PSA entrance)
  - By mail
  - Online at [www.wisecountypsa.org](http://www.wisecountypsa.org) or by phone at (855) 626-3530 to our 3<sup>rd</sup> party processor. There will be a \$2.50 fee charged by the 3<sup>rd</sup> 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.
  - Enrolling in our auto-draft program

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

## RATES & FEES AS OF JULY 2021

<b>Water – Residential/Commercial/Institutional</b>	\$29.00 1 <sup>st</sup> 1500 gallons + \$12.50 every 1000 gallons after; \$3.00 Loss Protection
<b>Water – Industrial</b>	\$29.00 1 <sup>st</sup> 1500 gallons + \$ 12.25 every 1000 gallons after
<b>Sewer</b>	\$40.00 1 <sup>st</sup> 1500 gallons + \$13.50 every 1000 gallons after; \$3.00 Loss Protection
<b>Sewer Flat Fee – Well Water</b>	\$61.00
<b>Account Deposit (Own/Rent)</b>	\$100/\$200
<b>New Account Setup Fee</b>	\$30
<b>Account Transfer Fee</b>	\$30
<b>Service Nonpayment/Reconnect Fee</b>	\$50
<b>Meter Tampering Fee</b>	\$100
<b>Lock Tampering Fee</b>	\$30
<b>Return Check Fee</b>	\$50
<b>Meter Parts Replacement Fees (includes meter, setter, box and/or lid)</b>	Cost of supplies at time of replacement
<b>Service Call Fee (during business hours)</b>	\$50
<b>Service Call Fee (after business hours)</b>	\$75

### WATER CONNECTION FEES:

<b>¾” Meter</b>	\$1200
<b>1” Meter</b>	\$1400
<b>1 ½” Meter</b>	\$3500
<b>2” Meter</b>	\$4500
<b>3” &amp; Larger Meter</b>	Contractor pricing

### SEWER CONNECTION FEES:

<b>2” Service (Bold Camp)</b>	\$950
<b>4” Service</b>	\$1200
<b>6” Service</b>	\$1350

### ROAD BORES:

<b>Road Bore – 2” and smaller water &amp; 2” sewer</b>	<b>\$800</b>
<b>Road Bore – 3” and larger water &amp; 4” and larger sewer</b>	Contractor Pricing

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

**Driver's License Photo:**

**Social Security/EIN Photo:**

**Proof of Ownership:**