

Finance Department
345 Donald Ave.
Rocky Mount, VA. 24151



Phone: 540.483.5243
Fax: 540.483.8830
MON-FRI 8 am – 5 pm

Town of Rocky Mount **Application for Water Service**

Name: _____

Service Address: _____

Mailing Address (if different): _____

Phone # (day): _____ (home): _____

Date to begin service: _____ SSN: _____

Name of Employer: _____ Phone #: _____

If you are RENTING, Name of Landlord: _____

Address of Landlord: _____

Landlord's Phone #: _____

<u>IN TOWN</u>		<u>OUT OF TOWN</u>	
RESIDENTIAL	\$100.00	RESIDENTIAL	\$150.00
COMMERCIAL	\$200.00	COMMERCIAL	\$250.00

The Town will refund the deposit after 13 months for owners and after 25 months for renters if the account is in good standing and a satisfactory payment record has been established.

The deposit fee is waived for current or previous customers (within 2 years) in good standing.

The meter is read at the beginning of the month and bills are generated at the end of the month. **PAYMENT IS DUE THE 25TH OF EACH MONTH TO AVOID A 10% PENALTY. If payment is still not received by the 10TH OF THE FOLLOWING month, the account is subject to DISCONNECTION OF SERVICE.** The first reconnection is assessed an additional \$25 fee. Subsequent reconnections are charged a \$50 fee.

Payment may be made in person at the Municipal Building, at the drive-thru located behind the Municipal Building, in the night deposit box located near the drive-thru window, or via US mail (must be in the Finance office on or before the 25th to avoid the 10% penalty). Automatic debit program may also be available to you.

If an error in billing occurs, it is understood and agreed to that any additional collection or refund due will be for one year prior to the date of discovery of the error.

When moving, it is the depositor's responsibility to have the water taken out of your name. When the Town is notified, a meter reading is taken, the water is turned off, and the account is taken out of your name. The final bill will be marked "final" and mailed in the next regular billing cycle. **It is very important to provide a correct forwarding address.** The final bill may be deducted from the deposit. If the bill is more than the deposit, the depositor is responsible for the difference. If the deposit is more than the final bill, the balance will be refunded to you.

The water meter is the property of the Town of Rocky Mount. Severe penalties will apply for tampering with the meter.

Town residents are assessed a monthly garbage fee for weekly pick-up. Ask the Finance Dept. for regulations and when your collection day will be.

I understand the above terms (signature) _____

ACCOUNT NUMBER _____ CLERK _____

DATE _____ TIME _____ AM PM