

TOWN OF APPALACHIA

Born from coal; survives through spirit



Council Members

*Mayor Chris Williams
Vice-Johnny Chandler
Gary Williams
Jackie Johnson
Eddie Gollaway*

P. O. BOX 112 508 West Main Street
Appalachia, VA 24216
PH: 276-565-3900 FAX: 276-565-3908
WWW.TOWNOFAPPALACHIAVA.US

*Will Sturgill.
Town Attorney*

*Fred Luntsford
Town Manager*

*Yvonne Isom
Clerk/Treasurer*

PLEASE CHECK: NEW SERVICE _____ UPDATE INFORMATION ONLY _____

NAME(S)

SERVICE ADDRESS

MAILING ADDRESS (IF DIFFERENT FROM SERVICE ADDRESS)

(IT IS THE CUSTOMERS RESPONSIBILITY TO NOTIFY THE TOWN OF APPALACHIA IF YOUR MAILING ADDRESS CHANGES)

YOU MUST LIST AT LEAST 1 WORKING TELEPHONE NUMBER OR MORE.

HOME (_____) _____ - _____
WORK (_____) _____ - _____
CELL (_____) _____ - _____

DRIVERS LICENSE/ID NUMBER(S)

_____ (1ST NAME LISTED ON ACCOUNT)

_____ (2ND NAME LISTED ON ACCOUNT)

SOCIAL SECURITY NUMBER(S)

____ - ____ - _____ (1ST NAME LISTED ON ACCOUNT)

____ - ____ - _____ (2ND NAME LISTED ON ACCOUNT)

HAVE YOU HAD WATER SERVICE WITH THE TOWN OF APPALACHIA IN THE PAST?

____ YES ____ NO (1ST NAME LISTED ON ACCOUNT)

____ YES ____ NO (2ND NAME LISTED ON ACCOUNT)

THE METER DEPOSIT IS \$100. PLEASE CHECK PAYMENT TYPE

____ CASH

____ CHECK

____ DEBIT/CREDIT CARD. (THERE IS A 3.5% FEE ON A DEBIT/CREDIT CARDS. THE TOTAL CHARGE W/ THE DEPOSIT AND FEE TOTALS \$103.50)

ATTENTION EXETER, DERBY, IMBODEN, STONEGA, RODA AND OSAKA CUSTOMERS ONLY. YOU MAY SKIP THIS PART OF THE APPLICATION IF YOU DO NOT LIVE IN THE NAMED AREA:

CUSTOMERS WHO ARE HAVING NEW SERVICE HOOKED UP IN EXETER, DERBY, IMBODEN, STONEGA, RODA OR OSAKA MUST PAY A SEWER HOOKUP FEE THROUGH PSA. YOU WILL HAVE TO GO TO THE PSA OFFICE IN ORDER TO DO SO. WE CAN NOT TURN YOUR WATER ON UNTIL YOU CAN SHOW PROOF OF A RECEIPT FROM PSA AND OUR OFFICE CALLS AND VERIFIES THAT, OR YOU HAVE PSA CONTACT US. LISTED BELOW IS THE ADDRESS AND PHONE NUMBER TO PSA. IF YOUR SEWER BILL IS NOT PAID MONTHLY, WE WILL HAVE TO DISCONNECT YOUR WATER SERVICE. YOU MUST PAY THIS BILL TO PSA. WE CAN NOT TAKE PAYMENTS AT OUR OFFICE FOR SEWER. WE CAN ONLY TAKE YOUR WATER BILL PAYMENT IN OUR OFFICE.

PSA (276) 679-1263
5622 INDUSTRIAL PARK ROAD
WISE, VA 24293

PLEASE INITIAL IF YOU LIVE IN EXETER, DERBY, IMBODEN, STONEGA, RODA OR OSAKA AND YOU ARE REQUIRED TO HAVE SEWER THROUGH PSA.

PLEASE INITIAL IF YOU DO NOT LIVE IN EXETER, DERBY, IMBODEN, STONEGA, RODA OR OSAKA.

WE MUST HAVE A COPY OF YOUR RENTAL AGREEMENT/LEASE OR PROFF OF OWNERSHIP OF HOME TO TURN WATER ON AND A VALID PHOTO ID. WE CANNOT AND WILL NOT HOOK SERVICE UP WITHOUT THIS INFORMATION. PLEASE INITIAL BELOW IF YOU ARE ABLE TO PROVIDE US WITH THIS INFORMATION.

ATTENTION: IF THE TOWN OF APPALACHIA TURNS OFF YOUR WATER FOR NON-PAYMENT OR NON-PAYMENT TO PSA, YOU CAN NOT TURN YOUR WATER BACK ON YOURSELF. AFTER YOUR BILL/RECONNECT IS PAID, THE TOWN OF APPALACHIA WILL TURN THE WATER BACK ON FOR YOU. IF YOU TAKE IT UPON YOURSELF TO TURN THE WATER ON, YOU WILL BE CHARGED A \$75 TAMPERING FEE. IT IS ILLEGAL TO TURN THE WATER ON YOURSELF. BY SIGING BELOW, YOU STATE THAT YOU FULLY UNDERSTAND AND KNOW THAT IT IS A CRIME.

(1ST NAME LISTED ON ACCOUNT)

Signature

(2ND NAME LISTED ON ACCOUNT)

Signature

Service Disconnections for Non-Payment

A. Purpose:

To outline the process of disconnection and/or termination of service for non-payment.

B. Policy/Procedure:

1. Customer bills are generated monthly. Bills are mailed at the end of each month and are due on the 15th of each month, unless this date falls on a weekend or holiday, in which case the bill shall be due on the next business day.

2. Should payment not be received by the due date, a 10% penalty shall be applied to the account.
3. The Town Staff uses the customer cut-off report to process hang tags. The hang tag will be placed on the door at least a week before the disconnection date. The disconnection date is to be 45 days after the due date of each month unless the Town Manager determines that this date is not practical in any given month.
4. Disconnects for residential customers shall not occur when the forecasted temperature is at or above 92 degrees Fahrenheit within the 24 hours following disconnection.
5. Disconnects for nonpayment shall not occur on Fridays, weekends, State/Town holidays, or the day immediately preceding a State/Town holiday.
6. The Town website shall contain a copy of this disconnect policy for viewing by customers. (www.townofappalachiava.us)
7. The Town website shall contain a list of available agencies/charities which customers can contact for bill payment assistance.
8. Customers paying between the due date and the disconnect date must pay the balance including penalty to avoid disconnect, unless:
 - a. The Town Manager has determined that extreme mitigating circumstances warrant deferring the disconnect date, or;
 - b. The customer has a documented serious medical condition that causes them to fall under the provisions of 20VAC5-330.
9. At the close of business on the day before the disconnect date, Town Staff prints an updated list of past due accounts. DOXO payments will only be credited to customers account when received not initiated. DOXO payments take 2 to 7 days to process.
10. Once the list is finalized after close of business on the day before disconnects, the nonpayment/reconnect fee is applied to each delinquent account.
11. Once the disconnect fee is added, the customer must pay the balance, penalty, and reconnect fee to have service restored. Service is restored within 48 hours of payment on the account.
12. On the day of disconnects, the Town Crew is provided a current list of delinquent accounts for disconnection.
13. Once dispatched, the Town Crew must turn the water off. NO EXCEPTIONS.
14. NO PAYMENTS WILL BE ACCEPTED IN THE FIELD UNDER ANY CIRCUMSTANCE.

15. After a customer pays the amount required to have service restored, the Town Staff notify the Town Crew to reconnect the service, which must occur within 48 hours of payment.
16. Should the account balance not be paid on a disconnected account within 10 days of disconnect, the account is ended, and any meter deposit is applied to the remaining balance. Should the customer desire to restore service after this time, a new User Agreement and meter deposit is required, along with any remaining balances owed.

(Effective Date 9/19/2024)

BY SIGNING BELOW, I STATE THAT I FULLY UNDERSTAND THE TERMS OF THE WATER SERVICE CUTOFF/RECONNECT POLICY AND I HAVE BEEN GIVEN A COPY OF THE WATER SERVICE CUTOFF/RECONNECT POLICY:

_____ (1ST NAME LISTED ON ACCOUNT)

_____ (2ND NAME LISTED ON ACCOUNT)

PLEASE DATE/TIME OF APPLICATION

_____ (DATE)

_____ : _____ PM AM

OFFICE USE ONLY:

_____ PROPER PAPERWORK PROVIDED BY CUSTOMER(S)

_____ DEPOSIT PAID

_____ WORK ORDER

_____ COPY OF POLICY GIVEN TO CUSTOMER(S)