

Town of Honaker
455 Heritage Drive
Honaker, Virginia 24260
276-873-6556

Application For Water & Sewer Services

A PHOTO ID IS REQUIRED TO HAVE WATER SERVICES CONNECTED IN THE TOWN OF HONAKER

IF YOU RENT A COPY OF THE LEASE AGREEMENT MUST BE SUBMITTED WITH THE APPLICATION

IF YOU ARE A NEW HOME OWNER A COPY OF YOUR CLOSING DOCUMENT OR DEED MUST BE
SUBMITTED WITH THE APPLLICATION

Date _____ Deposit Paid \$150.00 _____ \$200.00 _____

Service Address: _____

Requested Service Start Date: _____ (someone must be there when service is
connected)

Name of Applicant: _____

Social Security Number: _____

Phone Number(s): _____

Billing Address: _____

Have you ever had service with the Town of Honaker before? Yes _____ No _____

If Yes, provide the service address and date: _____

Employer: _____

Property Owner: _____

Owners Address: _____

Owners Phone Number: _____

Name and ages of all residents residing at this address: _____

CUSTOMER IS RESPONSIBLE FOR PAYING ANY DELINQUENT DEBT OWED THE TOWN BY ANYONE THAT WILL BE RESIDING AT THIS ADDRESS. PAYMENT IN FULL MUST BE MADE PRIOR TO RECEIVING SERVICE. CUSTOMER IS RESPONSIBLE FOR UPDATING APPLICATION RECORD WHEN ANYONE MOVES TO OR FROM THIS ADDRESS.

List of people that have your authorization to discuss your account:

CONDITIONS OF APPLICATION:

1. CUSTOMER MUST PAY ALL CHARGES AND FEES ASSOCIATED WITH NEW CONNECTIONS OR TRANSFERS OF SERVICES.
2. PROHIBIT ANY EXTENSION OF THE SERVICE LINES TO SERVE ADDITIONAL CUSTOMERS. ALL NEW CONNECTIONS MUST BE MADE ON THE MAIN TOWN OF HONAKER LINE AND BE METERED SEPERATELY.
3. CUSTOMER WILL BE RESPONSIBLE FOR UPDATING THIS APPLICATION FOR ANY CHANGES.
4. CUSTOMER MUST TAKE RESPONSIBILITY FOR THE PAYMENT OF THE UTILITY BILL.
5. CUSTOMER WILL KEEP THE WATER METER ACCESSIBLE AT ALL TIMES.
6. CUSTOMER WILL BE RESPONSIBLE FOR LOCATING ALL LEAKS ON THE CUSTOMER'S SIDE BEYONE THE METER OR THE FIRST CLEANOUT, IF YOU FIND THAT YOU HAVE A WATER LEAK YOU WILL YOU WILL BE GIVEN A SPECIFIC AMOUNT OF TIME IN ORDER TO HAVE THE LEAK REPAIRED, IF YOU DO NOT HAVE THE LEAK REPAIRED IN THE AMOUNT OF TIME ALLOTTED THE SERVICE WILL BE TURNED OFF UNTIL THE LEAK HAS BEEN REPAIRED. THE TOWN OF HONAKER WILL GIVE ONE LEAK ADJUSTMENT A YEAR DUE TO A WATER LEAK.
7. CUSTOMER WILL COMPLY WITH THE TOWN OF HONAKER CROSS CONNECTION CONTROL PROGRAM.
8. CUSTOMER WILL BE RESPONSIBLE TO INFORM THE TOWN OF HONAKER OF ANY CHANGES TO THEIR ACCOUNT. THIS INCLUDES (BUT NOT LIMITED TO) NAME AND ADDRESS CHANGES.
9. ALL BILLS WILL BE MAILED ON THE LAST DAY OF THE MONTH AND ARE DUE BY THE 10TH DAY OF THE FOLLOWING MONTH. PAYMENTS MAY BE MAILED OR MADE AT THE TOWN HALL OFFICES. FAILURE TO RECEIVE A BILL DOES NOT RELIEVE YOUR OBLIGATION TO PAY.
10. ALL BALANCES NOT PAID IN FULL BY THE 10TH DAY OF THE MONTH WILL INCUR A 15% PENALTY.
11. ANY ACCOUNT WITH AN OUTSTANDING BALANCE WILL BE SUBJECT TO DISCONNECTION ON OR BEFORE THE 20TH DAY OF THE MONTH. NO SECOND NOTICE WILL BE GIVEN. THE CUSTOMER IS PROHIBITED FROM TAMPERING WITH THE WATER METER TO RECONNECT WATER; TOWN EMPLOYEES ARE THE ONLY PERSONS ALLOWED TO TURN WATER METERS ON AND OFF. IF THE SERVICES HAVE BEEN DISCONNECTED AND IT IS DISCOVERED THAT THE CUSTOMER HAS TURNED THE WATER METER BACK ON THE TOWN WILL PURSUE CRIMINAL CHARGES. IF THE WATER SERVICE HAS BEEN DISCONNECTED FOR A SPECIFIC AMOUNT OF TIME THE TOWN WILL THEN PLUG THE WASTEWATER LINES TO THE PROPERTY AND CONTACT THE HEALTH DEPARTMENT.

12. ONCE YOUR SERVICE HAS BEEN DISCONNECTED FOR NONPAYMENT YOU WILL INCUR RECONNECTION FEES AS FOLLOWS:

1ST TIME RECONNECT FEE \$50.00 PLUS BALANCE IN FULL

2ND TIME RECONNECT FEE \$75.00 PLUS BALANCE IN FULL

3RD TIME RECONNECT FEE #100.00 PLUS BALANCE IN FULL

Services will not be restored until the balance in full plus reconnection fees are paid. If payments are made after 4:00 PM your services will be restored the next business day. (Employees will not be called out to reconnect services that have been disconnected for nonpayment).

Owners Responsibility:

1. The owner shall be responsible for the maintenance of water and sewer lines from the residence to the Town of Honaker main lines. If there is a leak or sewer problem from the residence to the town main lines it will be the property owners' responsibility to make the necessary repairs.
2. It will be the property owners' responsibility to have a check valve installed to prevent any damage to water heaters in the event that the water needs to be turned off due to line breaks or maintenance to the lines.
3. It will be the responsibility of the property owner to have a shut off valve installed on the customers' side beyond the meter in the case of water line breaks inside the house.
4. It will be the property owners responsibility to disconnect all private sources of water (well, springs, etc.) from the property before the town will connect services.
5. The property owner will prevent drainage water from entering the towns' wastewater system through connections of downspouts, rain gutters, or other drainage systems.
6. The owner will prohibit the emptying greases, oils, petroleum products, toxics, pesticides, chemicals, or other harmful products, other than sanitary wastes to drains or wastewater lines.

If you have any questions, you may contact the Town Hall at 276-873-6556 between the hours of 8:00 AM to 5:00 PM Monday thru Friday.

I have read and agree to abide by the rules and regulations of this application set forth by the Town of Honaker.

Applicant

Date

Applicant

Date

Town of Honaker Representative

Date